

# Warranty, Return and Refund Policy

Thank you for your purchase of RSX Technologies, Inc. cable(s) and thank you for supporting U.S. manufacturing. We hope you enjoy it as much as we enjoyed meticulously hand-crafting it. We do our very best to make sure each and every RSX™ product is manufactured to exacting specifications and standards using the very highest quality materials and craftsmanship. That's why all of our cables come with a lifetime guarantee.

## Lifetime Warranty

Every RSX™ cable is warranted for life against manufacturing defects of any kind. This warranty is not exclusive to the original buyer, but may be transferred from one buyer to the next in perpetuity. This lifetime warranty applies only to defects incurred at the time of manufacture, and does not apply to normal wear-and-tear or to subsequent damage or failure as a result of misuse or mishandling. RSX cables contain no user serviceable parts. Any attempt to open the cable or its connectors will immediately void this warranty.

If your cable or other RSX product fails as a result of faulty materials or manufacture at any time, contact RSX at [info@rsxtech.com](mailto:info@rsxtech.com) for a return authorization and send the product back to us by prepaid carrier. RSX will determine, in its sole discretion, if the failure is under warranty and, if so, will repair it or will replace it with a new cable of the same, or a more current model of the same or better performance and will send it back to you, delivery prepaid.

## Return Policy

In the event that your product fails under the conditions described in our Lifetime Warranty, you will need to contact us by either phone (909) 870-9292 or email ([info@rsxtech.com](mailto:info@rsxtech.com)).

If your product has not failed but you are unhappy with it for any reason, give us a call to let us know why. If we agree to a return we will issue you with a Return Authorization number (RA number) after you have filled out and sent us the [Return and Exchange Request form](#) found on our website. Please make sure and fill out all fields in the form. In many cases we will want to speak with you personally to find out why you are unhappy with your purchase. This paragraph applies only to the original purchaser, and only to products purchased from this website. It must be acted upon within thirty (30) days of the date of purchase. Cables that have been modified, damaged, or had their appearance changed in any way may not be returned.

Returned items must be delivered to us in original packaging and in the condition they were received in or they may not be eligible for refund or may be subject to a restocking fee. We cannot be held responsible for items damaged or lost in return shipment; therefore, we recommend using an insured and trackable mail service.

## Refund Policy

No refunds will be made for any product more than thirty (30) days after its date of purchase. After that time, RSX may, in its sole discretion, issue exchange credit for the purchase of other RSX™ products.) RSX Technologies, Inc. will not issue refunds for products purchased through other entities, such as distributors or RSX's authorized retail partners. We are unable to issue a refund without actual receipt of the item(s) or proof of received return delivery. Only the actual purchase price and any taxes collected may be refunded. No refunds may ever be made for shipping costs, either to the customer or for return to RSX.

We aim to accept all returns, but in the unlikely event that an item is returned to us in an unsuitable condition, we may, in our own sole discretion, choose to send it back to you. All goods will be inspected by us when we receive them for return.

## How to Return or Exchange:

- Before you request a product return or exchange, please read our Return Policy.
- Fill out all fields in the [Return and Exchange Request form](#) found on our website and click send. After we receive your filled out form we will issue you a Return Authorization (RA) number. You must include the RA number with your return shipment back to us.

- Clearly mark the RA number both on the outside and the inside of your return package. Items shipped without an RA number will not be accepted.
- If a discount code or coupon code was used at the time of purchase, the discounted amount that you originally paid will be refunded only (not the full retail product price).
- You are responsible for all shipping and tracking costs for returns and exchanges.
- Returns & Exchanges Mailing Address:

**RSX Technologies, Inc.**  
**Attn: Returns Department**  
**8211 Rochester Avenue, Suite 102**  
**Rancho Cucamonga, CA, 91730**