

D-Link Shop Return Policy

At D-Link, we want to make sure that you are completely satisfied with your purchase. If you are not completely satisfied, you can return your purchase for a refund as long as your product was purchased by you directly from D-Link Shop within 30 days of your request for return.

Simply contact us and we will provide you with an RMA number and return instructions. Box your items and ship. You can reach us at:

<https://support.dlink.com/search.aspx>

Returned products MUST be same condition as received and shipped with the following;

- 1) Unit with intact UPC/Serial tag
- 2) Original Power Supply

We would also ask that you include;

- 1) Original Packaging
- 2) Product Documentation (QIG, Manuals, Warranty Docs)
- 3) Driver CD (If Included)

If either the unit or the power supply is missing or damaged, the cost of the item will be deducted from your refund.

Shipping for returned items is not included with your initial purchase. We suggest using a carrier that provides a tracking number. Carefully pack your items as D-Link is not responsible for items that are lost or damaged in transit.

Each product return requires a separate RMA number. Items received without an assigned RMA number will not be issued a refund.

Your credit card company may take up to 30 days to post the refund to your account. Refunds are usually reflected on your card account within four weeks of D-Link's receipt of your returned product.

NOTE: D-Link does not offer refunds for any "services" purchased from D-Link Shop. All sales of services are final.