

## Returns and Refunds Policy for GyroGlove™ hand stabilizer

Thank you for purchasing the GyroGlove hand stabilizer. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase, you may return it to us for a refund or an exchange, subject to the terms and conditions of this Returns and Refunds Policy.

### Returns

All returns must be postmarked within thirty (30) days of the purchase date. All returned items must be in new and unused condition<sup>[1]</sup>, with all accessories included and all original tags and labels attached.

<sup>[1]</sup> *The GyroGlove hand stabilizer will be deemed “unused” if you merely wear and operate it for a short, single trial use.*

### Return Process

To return an item, please email customer service at [orders@gyrogear.co](mailto:orders@gyrogear.co) with your:

- full name
- email address
- order number
- reason for refund

You may be requested to provide a video. You will be provided with directions for returning your order, which will include a return address and a Return Merchandise Authorization (RMA) number. In accordance with the return directions provided to you by customer service, place the item securely in its original packaging and mail your return to the return address.

Please note that you will be responsible for all return shipping charges, including insurance and any customs related charges or tax. We strongly recommend that you use a tracked and insured shipping service by a reliable courier to ship your return.

Upon receiving the return instructions, the return parcel must be dispatched within 7 days. If you return your order, even by mistake, after 7 days of receiving the return instructions or after the 30 day return period, you will not receive a refund and the merchandise you returned will not be returned to you.

### Refunds

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least thirty (30) business days from the receipt of your item to process your return or exchange. Refunds may take 1-2 billing cycles to appear on your bank



card statement, depending on your bank card company. We will notify you by email when your return has been processed.

The cost of shipping your order to you including any customs, taxes or tariffs, and a restocking fee, will be deducted from your refund. Refer to "Restocking Fee" for more information regarding restocking fees.

*GyroGear reserves the right to refuse a refund should your order be returned damaged or not in satisfactory condition.*

## **Exceptions**

For defective or damaged products, please contact us at [support@gyrogear.co](mailto:support@gyrogear.co)

All sale items are final and cannot be returned.

## **Exchanges**

If your GyroGlove is defective or not functioning as promised, we offer an exchange service. Please follow the same procedure as outlined for returns, indicating that you would prefer an exchange rather than a refund. Exchanges are subject to product availability.

## **Restocking Fee**

GyroGear reserves the right to charge a restocking fee of up to 20%. This also applies if the GyroGlove hand stabilizer is returned due to customer preference and not any fault of GyroGear.

## **International Returns**

For international returns, the customer is responsible for any customs, tariffs, and additional taxes that may apply. We are not responsible for delays due to customs.

## **Shipping**

The responsibility and cost of shipping the return parcel is to be fully borne by you. Shipping costs are non-refundable. The cost of shipping your order to you including any customs, taxes or tariffs, and a restocking fee, will be deducted from your refund.

## **Warranty Information**

The GyroGlove hand stabilizer comes with a limited warranty that covers manufacturer's defects and malfunctions for a period of 1 year from the date of purchase. This warranty covers the repair or replacement of the product and does not cover any damage caused by misuse, abuse,



unauthorized modification, improper storage, natural disasters or other causes beyond our control.

## How to Claim Warranty

If you believe your GyroGlove hand stabilizer is defective and still under warranty, please contact our Customer Service team with your proof of purchase, a description of the issue, and any relevant photographs or evidence of the defect. We will provide you with instructions on how to proceed with the warranty claim.

## Dispute Resolution

In the event of a dispute regarding a return or refund, we will use our best efforts to resolve the matter in a fair and expedient manner. We encourage customers to contact us directly with any issues before initiating a chargeback or opening a claim with a third party.

## Limitation of Liability

**UNDER NO CIRCUMSTANCES WILL GYROGEAR HAVE ANY LIABILITY TO YOU, ANY USER OF THE GYROGLOVE HAND STABILIZER, OR ANY THIRD PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES OF ANY DESCRIPTION RESULTING FROM OR RELATED TO THE USE OF (OR INABILITY TO USE) THE GYROGLOVE HAND STABILIZER, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, WHETHER ARISING OUT OF WARRANTY OR CONTRACT, NEGLIGENCE OR OTHER TORT, OR OTHERWISE. YOU AGREE THAT UNDER NO CIRCUMSTANCES WILL THE LIABILITY OF GYROGEAR RELATING TO ITS SALE OF PRODUCT(S) TO YOU FOR ANY CAUSE THE PURCHASE PRICE PAID BY YOU TO US FOR THE PARTICULAR PRODUCT(S) INVOLVED.**

Applicable law may not allow the limitation of liability or damages to the extent set forth above. Therefore, the above limitation of liability may not apply to you in whole or in part.

## Legal Compliance

This Returns and Refunds Policy is intended to comply with applicable international, federal, state and local laws governing returns and refunds. It may not provide all the information required by law. As such, it should be used as a guide and customized to meet all legal requirements in your jurisdiction.

## Policy Modifications & Updates

We may update this policy from time to time to reflect changes to our practices or for other operational, legal, or regulatory reasons. The updated policy will be indicated by an updated "Revised" date and the updated version will be effective as soon as it is accessible.



## Customer Acknowledgment

By making a purchase, you acknowledge on behalf of yourself and the user(s) of the GyroGlove hand stabilizer that you have read, understood, and agree to be bound by this Returns and Refunds Policy and our Terms of Service.

## Feedback

We welcome your feedback. Please let us know if there are any ways we can improve.

## Final Note

This Returns and Refunds Policy is part of, and must be read in conjunction with, our **Terms of Service**. By accessing and using our website and services, you agree to be bound by our Terms of Service and this Returns and Refunds Policy.

## Contact Information

For any questions, concerns, or comments regarding our Returns and Refunds Policy, you may reach out to us at [hello@gyrogear.co](mailto:hello@gyrogear.co)

*GyroGear reserves the right to make amendments to this Returns and Refunds Policy at any time without notice. This policy is effective as of 14 Nov 2023 and will replace any previous versions.*

