

Warranty:

Penguin ID LLC, including associates under Penguin's common control ("Penguin"), provides the following warranty:

- Penguin offers free repair or replacement for defective products.
- Hardware is warranted for a period of fifteen (15) months from the date of shipment from Penguin or, with proof of purchase, from the purchase date, whichever is later.
- The customer is responsible for shipment to Penguin and assumes all costs and risks associated with this transportation.
- Penguin is responsible for return shipment to the customer.
- Warranty repairs will be performed skillfully and adequately. The repair will conform in all material respects to the applicable specifications for a period of fourteen (30) days following completion of the repair or until the end of the original warranty period.

Return Policy:

Our online and over-the-telephone order/purchases Returns Policy is as follows:

- US orders may be returned within 30 days of shipment to receive a full credit.
- All returns must be in new condition with all the original packaging. The customer is responsible for any return shipping charges.

For returns, repairs, or exchanges, follow these simple steps:

1. Please call our main telephone number (858) 752-7967 or email rma@penguinid.com
2. You will receive an RMA (Return Material Authorization) number for repairs, returns, and exchanges within 2-5 business days.
3. For returns, the item(s) must be in their original condition, including the original packaging and all accessories.
4. Write the RMA number on the shipping label or the box.