

Cancellation, Return & Refund Policy

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This policy outlines the conditions under which you may request a cancellation, return, or refund for purchases made through the official bHaptics online store.

1. Cancellation

1.1 Physical Products

You may cancel your order if the package has not yet been shipped.

To request a cancellation, you can use the “Withdraw from contract here” button on our website, or email us at support@bhaptics.com with your order number. If you are requesting a **partial cancellation**, make sure to specify the **item name(s) and quantity** you wish to cancel.

Once we receive your cancellation request, we will process it within 3 to 5 business days.

1.2 Game Keys

Game keys are digital content. Your right of withdrawal applies until delivery begins. **You lose that right once the key is generated and revealed**, provided that at checkout you (a) gave prior express consent to immediate access during the 14-day withdrawal period, (b) acknowledge that you thereby lose your right of withdrawal, and (c) we provided confirmation of the contract on a durable medium (e.g. your order-confirmation email). Where these conditions are not met, your right of withdrawal is preserved.

2. Return & Refund

2.1 Return Conditions

You may request a return and refund if the following conditions are met:

The request is made within **45 calendar days** of receiving the product

The product is in **original condition**, or has a **manufacturer defect**

The item was purchased **directly from the bHaptics online store** or is an official **refurbished product**

The return includes **original packaging** and **all original contents** (e.g., cables, manuals, dongles, etc.)

If a **free gift** was included, it must also be returned. If not, its value may be deducted

Shipping and handling fees are non-refundable

The **original shipping fee** (for all customers) and **original handling fees** (for U.S. customers only) paid at checkout are **non-refundable**.

Return shipping costs will be deducted from your refund, unless the return is due to a confirmed hardware defect, in which case the return shipping will be refunded upon review of supporting documentation.

The following items are **non-returnable**: game keys, damaged or repaired products, and customized or personalized items

2.2 Return & Refund Process

Please follow the steps below to request a return and refund:

Submit Your Request

You can request a return using the “Withdraw from contract here” button on our website, or email us at support@bhaptics.com with your **order number**. If you are requesting a **partial return**, please specify the **item name(s) and quantity**.

2.

Receive Return Label

If approved, we'll send a return shipping label. Let us know if we can use your original shipping address to generate the label. You must return the item within **15 calendar days** of receiving the label.

Product Inspection

We will inspect the returned item(s) upon arrival to confirm the condition and contents.

Refund Issued

If all return conditions are met, your refund will be issued to your original payment method, minus the initial and return shipping fee. Refunds may take up to **5 business days** to appear, depending on your bank and payment provider.

2.3 Return of Bundle Orders

If you purchased multiple items together as a **bundle** and **do not return all items**, the bundle benefits will no longer apply.

This includes any **bundle discounts, promotional prices, and free items**. Any free items included in the bundle must also be returned. If free items are not returned, their value may be deducted from your refund.

For **game bundles**, please note that game keys cannot be returned or refunded. If you return a game bundle order, the refund will be recalculated as if the bundle discount was not applied, and the value of the game key will not be refunded.

For **FPS Bundle and Starter Bundle**, please note that each bundle is treated as a single unit and cannot be partially returned.

2.4 Return to Sender

In some cases, the carrier may return the package back to the sender. We will contact you if the carrier notifies us that the package is at risk of being returned.

If the return happened **because of the customer** (for example, an incorrect or incomplete address, refusal to accept the package, failure to collect the package, or not completing customs clearance), the **original shipping fee**, the **return shipping fee**, and any **carrier return fees** will be deducted from your refund. If you prefer reshipment instead of a refund, a **reshipping fee** will apply. We can reship the package once it arrives back at our facility.

If we do not receive a response within **7 calendar days**, we will process the refund based on the rules above.

If you do not complete customs clearance and do not request a return to sender, the package may be destroyed by customs. In that case, **no refund** can be issued because the order does not return to us.

2.5 Returns Due to APO, FPO, and DPO Addresses

We are **unable to ship to APO, FPO, DPO, or PO Box addresses**. If your order is returned for this reason, we'll contact you to request an alternative address and place the order **on hold for up to 7 calendar days**. If we do not receive a response within this period, the order will be **automatically refunded**, minus any fees incurred for the return.

Please note that any additional fees charged by the carrier for the return or reshipment may be passed on to you.