

## **Cancellation, Return & Refund Policy**

You can request cancellation, return & refund according to the following policies.

### **1. Cancellation**

You are able to request cancellation if the package is not shipped yet. In order to cancel your order, contact us at [support@bhaptics.com](mailto:support@bhaptics.com) with your transaction information, including date of purchase, transaction ID, name/quantity of purchased item, total amount of money you paid, payment method, etc. Or just simply send us a screenshot of transaction receipt that you want to cancel.

We will cancel your order as soon as we check your request, but it may take about 3~5 business days.

### **2. Return & Refund**

We accept your return & refund request according to the following principles.

(1) The product must be shipped back to us within 14 business days from the date you received the product(s) and it must be in the original packaging with all original items & accessories such as user manual, cables, batteries, Bluetooth dongles, etc. If you received any kind of free gift with the purchase of bHaptics product(s) but wish to return the bHaptics product(s), you must return the gift with the product. If not, we may deduct the value of missing items or free gift from the amount of money that we should refund you.

(2) Also, only items that have been purchased directly from the official bHaptics Inc. online shop can be returned to bHaptics Inc. Therefore, if you purchased your product from a distributor or retail shop, you must request return & refund to the shop you purchased the product(s), not us.

(3) Shipping and handling fees are not subject to refund and the buyer must bear the return shipping fee as well.

(4) Exception : Damaged/repaired products, customized/personalized products, and second-hand products are not eligible for a return or refund.

(5) If you want to get a refund, please email us at [support@bhaptics.com](mailto:support@bhaptics.com) with your order summary including the date of purchase, transaction ID, your email address, name/quantity of purchased item(s), total amount you paid, payment method, etc. As soon as we check your request, we will contact you to inform you about the procedure