

Warranty Info

90 Day Workmanship Warranty

We at LapGear will always work hard to solve any problem you might have with one of our products. We offer a 90 day limited warranty on LapGear products whose packaging bears our 90 day Warranty Logo when sold through our website, and authorized retailers. We warrant our retail hardware products to be free of defects in materials and workmanship that result in failure during normal usage.

This warranty is extended to the original end-user purchaser, beginning at the time of retail purchase. This limited warranty is the sole and exclusive remedy, offered in lieu of all other warranties, expressed or implied. LapGear will not be liable for any indirect, incidental, or punitive damages arising from use of this product.

This limited warranty does not cover misuse, unauthorized modifications, and external causes such as acts of nature. This warranty does not cover normal wear and tear, or damage to any non-LapGear product used in connection with this product. This Warranty does not apply to damage caused by accident, abuse, misuse or modification of the Product. This warranty excludes without limitation any scratching or surface damage to any non-LapGear product, even if packaged with or sold with the Product.

Making a Warranty Claim

Please call our Customer Support team at 800 LAP DESK, from 8am to 5pm CST Monday through Friday within 60 days of the occurrence that prompted the need for Warranty service. You can email Support at any time from the Contact Support page. If at that point you still require a replacement, our Customer Support team will provide instructions for sending back your unit for replacement.

LapGear will, at its discretion, ship a replacement to you postage paid. All returns must include a Return Merchandise Authorization (RMA) number, which you can request by contacting Customer Support at either 800 LAP DESK, or via email at: support@lapgear.com. LapGear reserves the right to send you a replacement product that is the same or of a similar style, or a substitute equivalent that may not be of like kind (depending on availability.) Replacement products will be furnished only on an exchange basis. Replacement products are warranted as above for the remainder of the original applicable Product warranty period.

Refunds

If you purchased a product directly from the LapGear website, we offer a 30-day refund based on your original method of payment. We'll also pay the return shipping costs in most cases (example: any damaged, defective, or incorrect merchandise shipped). If you need to return an item, simply login to your account, view the order using the "Complete Orders" link under the My Account menu and click the Return Item(s) button. We'll notify you via e-mail of your refund once we've received and processed the returned item. You can also request an RMA number by contacting Customer Support at either 800 LAP DESK, or via email at: support@lapgear.com.

You should expect to receive your refund within four weeks of giving your package to the return shipper, however, in many cases you will receive a refund more quickly. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes your bank to process our refund request (5 to 10 business days).

At our discretion, a 20% restocking fee may be applied to any or all merchandise purchased from our webstore. All products must be packed in the original packaging, including any accessories, manuals, and documentation that shipped with the product. All other refunds are at the discretion of the individual retailer where the product was purchased.