

ohsnap > Snap Grip 5 > Returns, Refunds and Warranties

🔍 Search

Articles in this section



Snap Grip 5 Limited Warranty



Nick G

1 month ago · Updated

Follow

Ohsnap Product Warranty

Your Ohsnap product is covered by our Ohsnap Warranty!

If your product is damaged or has a manufacturing defect, we'll replace it free of charge.

Warranty Coverage

- **Within 1 year:** We will replace your product for free, including shipping.

Our support team is ready to help! If you need a replacement, please fill out [\[this form\]](#), and we'll take care of it.

Products Covered by This Warranty

- Snap Grips (launched after October 2023)
- SnapCharge 2.0 and Qi2
- SnapStand 2.0

Help

- SnapCar 2.0
- Snap Grip Wallet (2024 release)
- iPhone 15–17 model Snap Case

Reseller Purchases

If you purchased your item from an authorized reseller or distributor and it is defective, please check the seller's return or exchange policy first. Products purchased from an authorized seller must be returned to the original place of purchase within the store's return period.

If you cannot obtain an exchange or refund, you may file a warranty claim with Ohsnap. A proof of purchase showing that the item was bought in new condition is required.

Please note that refunds are only available for products purchased directly from Ohsnap.com.

Limited Warranty

Except as otherwise stated, all Ohsnap products come with a **1-year limited warranty**.

- This warranty covers only the original purchaser and is non-transferable.
- A valid proof of purchase from an authorized retailer is required for warranty service.
- This limited warranty does not cover products purchased through unauthorized third-party sellers (such as online auction sites).
- Ohsnap products are only legitimately sold through authorized retailers who follow Ohsnap's policies and quality standards.

This warranty is in addition to any rights you may have under applicable law. Warranty rights vary by state.

Ohsnap, Inc. ("Ohsnap") is located at:
2131 E. Williams St., Suite 108, Apex, NC 27539

For support, contact us at support@ohsnap.com

Warranty Exclusions

This warranty does **not** cover:

- Normal wear and tear from regular use
 - Damage caused by misuse, mishandling, accidents, or abuse
 - Damage caused by using the product for unintended purposes
 - Damage to any device connected to the product
 - Damage from unauthorized repairs or modifications
 - Damage caused by exposure to extreme temperatures
 - Any product other than the original Ohsnap product
-

How to File a Warranty Claim

1. **Contact Ohsnap Support** – Submit a warranty claim by following the steps outlined [\[here\]](#).
2. **Return the Product** – You must return the defective product to Ohsnap for evaluation.
3. **Resolution** – If Ohsnap determines there is a valid defect, we will repair, replace, or issue store credit within 30 days.

Shipping Costs

- You are responsible for return shipping costs (including customs fees, duties, and taxes, if applicable).
- Ohsnap will cover shipping costs for the replacement or repaired product.
- Ohsnap is not liable for products lost or damaged during return shipping.

Replacement Terms

- Replacements are only available on an exchange basis.
 - Ohsnap reserves the right to send a replacement product of a similar or equivalent style, depending on availability.
 - Replacement products are covered under the original product's warranty period.
 - The warranty period does not reset or restart on the replaced product. The warranty begins on the original product's delivery date and lasts for one year.
-

Liability Limitation

To the extent permitted by law:

- Ohsnap makes no additional express or implied warranties, including warranties of merchantability or fitness for a particular purpose, beyond this limited warranty.
- Ohsnap, its employees, agents, and suppliers shall not be liable for indirect, incidental, consequential, or special damages arising from the use of the product, including damage to devices connected to the product.
- If any limitation is not permitted by law, Ohsnap's total liability is limited to the amount you paid for the product.

This warranty gives you specific legal rights, and you may also have other rights which vary by state.

If you have any questions, feel free to reach out to our support team at support@ohsnap.com.

We're here to help!

Updated 09-09-2025




Was this article helpful?

Yes

No

0 out of 0 found this helpful

Have more questions? [Submit a request](#)

Return to top 

Recently viewed articles

Limited Warranty

Related articles

[Can I exchange my Snap Grip 5?](#)

[Pre-Order & Shipping - Snap Grip 5](#)

[Returns](#)

[Snap Grip 5 vs Snap Grip 4: What's different?](#)

[What is the case made from?](#)

Comments

0 comments

Article is closed for comments.

ohsnap