

Returns and Cancellations

What is your refund policy?

The HTCvive.com America store by Digital River refund policy: Orders can be canceled any time prior to shipment. Products may be returned within 14 days of the date the Product was shipped to you and must be returned with the applicable proof of purchase. Cancellation and return rights do not apply to custom orders that have been personalized or modified specially for you, including products that have been built to order. If a Product has been damaged, repaired or is missing parts, it may not be accepted for return and refund. You will be responsible for the cost of returning the product to us.

The HTC.com America store by Digital River refund policy: Orders can be canceled any time prior to shipment. Products may be returned within 30 days of the date the Product was shipped to you and must be returned with the applicable proof of purchase. Cancellation and return rights do not apply to custom orders that have been personalized or modified specially for you, including products that have been built to order. If a Product has been damaged, repaired or is missing parts, it may not be accepted for return and refund. You will be responsible for the cost of returning the product to us.

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How do I request a refund?

To request a refund, you must [look up your order](#) and then use the request a refund option to submit your request.

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How do I cancel my order?

Physically shipped purchases that are in stock are processed immediately upon completion and may not be able to be cancelled prior to shipment. If your order cannot be cancelled, you will get an email notification when the order is shipped. You can also [look up your order](#) to view the shipping status of your order. To request the cancellation, please contact [Customer Service](#).

Downloadable products are fulfilled immediately and cannot be cancelled unless the purchase is a preorder. Please refer to our [refund policy](#) if you would like a refund for a digital product or an order that has already shipped.

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When will I see my credit appear in my account?

After receiving your returned product(s) and/or your completed letter of destruction (ELOD or LOD), your refund will appear in your account within 5 to 7 business days.

Please be aware that if you purchased using a method other than credit card, you may be prompted to provide bank details so we may credit your account.

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