

# Return Policy

We handle each request regarding your Aura Frame on a case-by-case basis. To help guide the process and make sure you get the help you need, we've outlined a few standard return and refund policies below.

In the event that you receive a damaged frame or an incorrect product, we will happily replace it with a new one. Please visit [help.auraframes.com](https://help.auraframes.com) for more information, and feel free to contact us at [help@auraframes.com](mailto:help@auraframes.com) with any questions.

## 45 Day Money Back Guarantee

If for any reason you'd like to return your Aura Frame, you may do so within 45 days from the date of purchase for a full refund. Please ensure that the items you are returning are in new condition, repackaged in original packaging with all documentation and accessories.

## One Year Manufacturing Warranty

All Pushd, Inc. products are protected by a one year warranty covering any manufacturing or hardware defects.

This does not cover faults caused by accident, neglect, misuse, or normal wear and tear. If you encounter any issues with the hardware that are not resolved through troubleshooting or resources available at our [Help Center](#), please [contact our Customer Service team](#) so we can help.

If we can't resolve the issue, we'll happily guide you through the steps to file a warranty request and send you a new frame as soon as possible. After we receive the faulty item, we will inspect its condition to determine whether we should issue a refund, repair, or replace the frame.



## Requesting Your Return

We make it easy to request, ship, and track a return. Just select the item you would like to return from your order history, and we'll provide you with a pre-paid shipping label. We'll cover the cost of the return postage and any restocking fees, all you need to do is schedule a pickup or take the package to the nearest carrier facility.

Currently we can only provide pre-paid shipping labels to customers located in the US and occasionally Canada. For locations where this feature is unavailable, we ask that you still use the downloaded label to initiate a return. Simply send us the shipping receipt and we'll organize a refund for any shipping costs incurred.

## Tracking Your Return

After you ship your return, you will be provided with a tracking number so that you can immediately track the status of your return. You can view a list of your return requests, get information about your return, or cancel your return at any point from our [Returns Center](#).

## Processing Your Return

After your order arrives at the warehouse and its condition is approved for restocking, we'll send you a message that we are currently processing your return and will initiate a refund to your original form of payment. If you purchased your frame using a credit or debit card, you should receive a full refund within five business days of receipt of the returned item.

