

### IF SOMETHING ISN'T WORKING

Tactrix products are guaranteed for 1 full year from the time of purchase. Products from other manufacturers carry their own specific warranties which can be found on their respective websites. If you have a problem with one of our products, [contact our support team](#) and we will help you solve the problem, including repair / replacement if needed. Nothing should be sent back to us without first obtaining a return merchandise authorization (RMA) number through [contact with our support](#).

### IF SOMETHING BREAKS

If a product becomes broken due to use (e.g. a broken USB connector), [contact support](#) to obtain an RMA repair ticket and send it back to us. DO NOT attempt to fix the unit yourself - this voids the warranty and typically damages the unit beyond our ability to repair it for you.

### IF YOU HAVE THE WRONG ITEMS

We try our best to fill your orders correctly, however we can make a mistake and forget something you ordered or send you something you did not order. In this case, contact us via a [sales or support email](#) and we will correct the situation for you.

UNUSED / misordered items can be returned within 30 days as long as they are unopened and in their original packaging. Do not open the retail package if you are not sure you want to keep the hardware. We will deduct a \$10 fee to cover our time spent shipping your order and then processing your return, if it arrives in the same new/sealed condition you received it in. If the return arrives with either the packaging or hardware damaged, it will affect the amount of your return depending on the extent of the damage.

If the item has been installed on a car, connected to PC, used to reflash / read / log / etc. from and ECU, it is considered USED and non-returnable. FTC Act case law prevents selling such used items as new, and we only sell new items to our customers. We test all returned units to verify they have not been powered up since completing our final round of in-house testing.

### IF YOU HAVE A SHIPPING RELATED ISSUE

Credit for items damaged in shipping must be claimed with the carrier. We will assist you, if possible, to rectify the situation.

If you have questions about FedEx or USPS shipping regulations, costs, or schedules, please contact them directly or use these links:

[FedEx](#) (Federal Express)  
1-800-GO-FEDEX (1-800-463-3339)

[USPS](#) (United States Postal Service)  
1-800-ASK-USPS (1-800-275-8777)