

## **Lunar Comprehensive Refund and Replacement Policy**

Lunar devices and accessories are manufactured to the highest quality standards and undergo extensive testing to ensure reliability. If you are not fully satisfied with your purchase, you may request a refund or replacement within fifteen (15) calendar days from the date of delivery. Once your request is approved, and we receive the returned product in acceptable condition after inspection, we will issue a full refund or provide a replacement based on the price you originally paid.

For assistance with the return process, please contact Lunar Customer Support at [support@lunar-usa.com](mailto:support@lunar-usa.com). To be eligible for a refund or replacement, you must initiate the request within fifteen (15) calendar days from the date of delivery.

### **Eligibility and Inspection**

All returned products will be inspected to verify any defects or issues. To qualify for a refund or replacement, products must be in undamaged, like-new condition with all original packaging and included accessories. Lunar reserves the right to deny a refund if the returned product is found to be damaged due to misuse or mishandling.

### **Return Process**

#### **1. Return Merchandise Authorization (RMA) Form**

- You will receive an RMA form via email. Print and place this form inside the return shipping package.
- Any package returned without an authorized RMA form will be declined.
- Once the return package has reached the 'shipped' status, the return request cannot be canceled.

#### **2. Include All Original Items**

- The return package must include the device, accessories, original packaging, and documentation.
- Do not send additional items, such as a SIM card, screen protectors, earphones, earbuds, or third-party accessories.
- If additional items are mistakenly sent, we will not be able to return them.

#### **3. Data Backup & Removal**

- Before returning your device, you must back up, transfer, or erase all personal data.
- You are solely responsible for the information stored on your device.
- Lunar is not responsible for any data leakage or loss due to failure to erase personal content before returning the device.

#### **4. Software & Data Disclaimer**

- Lunar is not liable for any loss or deletion of software programs, data, or other stored information on the device.
- Recovery and reinstallation of third-party applications and personal data are not covered under warranty.

#### **5. Refund Method & Processing Time**

- Any approved refund will be credited back to the original payment method used at checkout.
- Processing times may vary depending on your financial institution.

#### **Additional Return Guidelines**

- Products purchased from [www.lunarusa.com](http://www.lunarusa.com) may be returned within 15 days of delivery for a refund or replacement.
- You must return the charging cable and power adapter along with the device to be eligible for a return.
- Accessories must be unopened and in their original packaging to qualify for a return.
- For more details, please refer to our Privacy & Legal Policy.

## Return Material Authorization (RMA) Form

LUNAR	Order Number	
	Date Issued:	
	Issued by:	

<b>RMA Instructions:</b> <p><i>Products purchased through Lunar website maybe returned to Lunar by following these steps:</i></p> <ol style="list-style-type: none"> <li>1. Contact Lunar at 945-446-8894 or <a href="mailto:support@lunar-usa.com">support@lunar-usa.com</a> to informe us you will return.</li> <li>2. Completely fill out this form, and place the form inside of the shipping package you're returning.</li> <li>3. Return all items from your original shipment, including devices, accessories, packaging and documentation. Please erase all personal and sensitive data on the device before sending it to Lunar.</li> <li>4. Ship the item(s) to: Lunar USA Inc. 1721 W Plano Pkwy Ste 128, Plano, Texas, 75075 United States</li> </ol> <p><b>Please refer to Lunar's return Policy for complete details regarding product returns.</b></p>	<b>Customer Name</b>  <b>Address</b>  <b>City</b>  <b>State</b> <b>Zip/Postal Code</b>  <b>Country</b>  <b>Phone Number</b>  <b>Fax Number</b>  <b>Email</b>
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<b>Model Number</b>	
<b>Series Number</b>	
<b>IMEI Number</b>	

Returned Item(s)			Send Immediate Replacement (Y/N)
Description	Quantity	Reason for Return	

**Additional Comments:**

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Disposition (To be completed by Lunar)			
Returned to customer, no problem found			Non-Warranty replacement
Warranty repair, repaired and returned to customer			Not repairable, informed customer
Non-Warranty repair, repaired and returned to customer			Other:
Warranty Replacement			