

Warranty and Return Policy

Klein Electronics, Inc., warrants all products from failure within the assigned warranty period of that product. To get an RMA, go to: <https://kleinelectronics.com/rma/>



How it works:

1. Fill out the electronic RMA (eRMA) form on the website.
2. For accessories, a support rep from Klein will either email or call you quickly thereafter and inform you if we need you to return the goods, or just dispose of them and we will ship you a replacement (NEW) item – FREE!

NOTE: The *no-return-required* program applies to all wired earpiece kits. However, for Radios, Multi Chargers & Valor RSM we ask that you to return them because we like to evaluate exactly what happened to these items to cause the defect, and ensure it does not happen again. **YES**, we still replace these products with new items for FREE but it is important that we get the failed item back for technical evaluation. **NO HASSLE!**

NOTE: If you have more than one or two that failed, we may ask you to return them so we can analyze the defect and ensure our production process is improved for the future.

- **Shipment errors** must be reported within **3 days**, so make sure you review the order once you receive the goods, & contact us.

- **Returns for Credit:**

NOTE: All **custom** orders are final.

All other items may only be returned for credit if they are unused, in original packaging and purchased within the last thirty (30) days. There will be a 20% restocking fee to ALL items returned for credit that meet the above stipulations.

Warranty Time Periods:

1 Year Warranty:

Pocket, Decibel & BBGR Radios. Chargers, Parts, Batteries, Bluetooth Products.

3 Year Warranty:

2-Way Radios (except Pocket, Decibel & BBGR), all Wired Audio Accessories.

Refunds: Unless otherwise agreed upon between Klein and Client, refunds will be issued in the form of "store credit".