

## Refund policy

### Returns

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately, we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

To complete your return, we require a receipt or proof of purchase.

### Return Process

To return your product, please email customer service at [Support@tangem.com](mailto:Support@tangem.com), then place the item securely in its original packaging and include your proof of purchase and mail your return to one of the following addresses (depending on your country of residence):

Country of Residence	Return Address
United States	1710 W 1000 North. STE 101-103. Springville UT 84663
Member States of the European Union and United Kingdom	Podsvetija 22, 1351 Brezovica, Slovenia
APAC Countries	G/F, Chuan Kei Factory Building, 15-23 Kin Hong Street, Kwai Chung, New Territories, Hong Kong (Entrance at Kin Chuan Street) 香港新界葵涌健康街15-23 號泉基工業大廈地下（正 門由健全街入）

**Please note, you will be responsible for all return shipping charges.** Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

### Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. Please allow at least ten (10) working days from the receipt of your item to process your return.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment.

### Exchanges

We only replace items if they are defective. In circumstances where you consider that a product is defective, you should promptly contact us at [Support@tangem.com](mailto:Support@tangem.com) with details of the product

and the defect and send your item to one of the following addresses (depending on your country of residence):

Country of Residence	Return Address
United States	1710 W 1000 North. STE 101-103. Springville UT 84663
Member States of the European Union and United Kingdom	Podsvetija 22, 1351 Brezovica, Slovenia
APAC Countries	G/F, Chuan Kei Factory Building, 15-23 Kin Hong Street, Kwai Chung, New Territories, Hong Kong (Entrance at Kin Chuan Street) 香港新界葵涌健康街15-23 號泉基工業大廈地下（正 門由健全街入）

Upon receipt of the returned product, we will fully examine it and notify you via e-mail, within a reasonable period of time, whether you are entitled to a replacement as a result of the defect. If you are eligible, we will send you a replacement product. Please note, that in some cases to identify origin of the defect we may send the returned product to the specialized laboratory for analysis.

### Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

### Late or missing refunds

We are committed to make sure that you will receive your refund timely, however there may be delays due to the processing times of different banks. If you haven't received a refund, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next, contact your bank. There is often some processing time before a refund is posted. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company.

If you've done all of this and you still have not received your refund yet, please contact us at [Support@tangem.com](mailto:Support@tangem.com).

### Sale items

Only regular priced items may be refunded, unfortunately, sale items are non-refundable.

### Last update

**June 01, 2023**