Return Policy

We have a 15-day return policy, which means you have 15 days after receiving your unit to request a return.

To be eligible for a return, your unit must be in its original condition and must be returned in its original packaging. You will also need original proof of purchase.

To start a return, you can contact us at support@vizziq.com. Returns must be requested before sending the unit back to us. Returns without an RMA number will not be accepted. Customers are responsible for return shipping.

You can always contact us for any questions at support@vizziq.com or call 763-333-9646.

Damages and issues
Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong color, so that we can evaluate the issue and make it right.

Unfortunately, we cannot accept returns on sale or discounted units.

Exchanges
Exchanges are only allowed when a unit Is being replaced due to damages issues. We cannot accept units for exchange without prior approval.

Refunds
We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund.