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Warranty

Shaft Strap Return and Refund Policy, Limited Warranty Information

Thank you for your interest and support! Here at ShaftStrap Inc. (“ShaftStrap”) we endeavor to provide the best possible products and services for our customers. We created the ShaftStrap Anti-Theft Device for Sports Equipment after seeing a rise in grab and go thefts of personal sports equipment. It is really quite simple the ShaftStrap is a n economical way to deter thieves from targeting your weapons. It is simple, effective protection. Likewise, we want to ensure your investment in ShaftStrap is protected through our Warranty and Return Policies.

If you have any questions, comments, or concerns, don’t hesitate to e-mail us at support@shaftstrap.com.

30 Day Return Policy

If you are dissatisfied with your product, contact ShaftStrap Customer Support (“Support”) immediately and ask for a Return Authorization (“RA”). Any product that is returned without an RA issuance will not be accepted for process.

In the event the product is returned unused, undamaged, in its original condition, and in the original packaging in accordance with this policy, we will exchange it or offer a refund of the purchase price paid. This refund will be made by crediting the account used to perform the original purchase. The product must be returned within 10 days of issuance of the RA.

All products must be returned in their original packaging, and must include any and all inserts, manuals, and documentation provided in the initial shipment. An RA number must be included with the returned product.

Shipping and handling charges are not refundable. You are responsible for and must prepay all shipping charges and you shall assume all risk of loss or damage to the product while in transit.

If you return the product (a) without an RA, or (b) beyond the 10 day RA issuance period, or (c) without proper packaging, ShaftStrap retains the right to refuse delivery of such a return or charge a restocking fee. The time to credit your account will not exceed one week past receipt and processing of the return.

180 Day Limited Warranty

ShaftStrap warrants the device and all components including and not limited to the device body, lock mechanism, strap assembly and inserts against defects under the conditions of normal use for a period of 180 days from the date of retail purchase by the original purchaser ("Limited Warranty"). Should a product prove defective in any of the above conditions within the Limited Warranty period, contact our Support group immediately. This Limited Warranty is valid only for products sold through www.shaftstrap.com. Returns for products sold through an affiliated reseller must be handled through that merchant.

Support will then either request (a) physical documentation in the case of visible external damage (e.g., photographic evidence) or (b) require the return of the product for an exchange with a new model. If it is determined that a warranty claim is valid, Support will provide a Return Authorization ("RA"). An RA must be included with any returned products. Any product that is returned without an RA issuance will not be accepted for process. A replacement will be shipped within one week of confirmation of the warranty claim, or receipt of the returned product.

A replacement product assumes the remaining warranty of the original product (maximum 180 days).

Exclusions and Limitations: This Limited Warranty applies only to the defects listed above and DOES NOT COVER any damages relating to discoloration from the natural oxidation process or customer misuse/abuse of the product.

This Limited Warranty does not cover the cost of returning the product to ShaftStrap; this is your responsibility.