

LEVANTIQ RETURNS AND REFUND POLICY

Last Updated: **14th March 2026**

This Returns & Refund Policy explains the procedures, limitations, and conditions governing product return requests, inspection processes, repair or replacement decisions, and refund eligibility for products purchased from **LevantiQ Inc.** (“LevantiQ”, “Company”, “we”, “our”, or “us”) through <https://levantiq.shop> (the “Website”) or through other authorized LevantiQ sales channels.

LevantiQ designs and distributes advanced technological hardware, including precision electromagnetic systems, collector-oriented technological objects, limited-production hardware, and specialized electronic devices. Due to the engineering complexity, limited production volumes, and controlled distribution model associated with certain LevantiQ products, returns are subject to structured evaluation procedures.

This policy forms part of the LevantiQ legal framework and must be read together with the **Terms & Conditions**, Privacy Policy, Shipping Policy, Limited Warranty, and Product Safety & Usage Guidelines.

1. DEFINITIONS

For purposes of this policy:

“Product” means any hardware device, accessory, module, component, system, collector technological object, or related item manufactured, distributed, or allocated by LevantiQ.

“Customer” means any individual or legal entity that purchased or received allocation of a LevantiQ Product.

“Return Request” means a formal communication from a Customer requesting authorization to return a Product.

“Return Merchandise Authorization (RMA)” means the official authorization issued by LevantiQ permitting a Product to be returned for inspection.

“Inspection” means the diagnostic, visual, mechanical, or electronic analysis performed by LevantiQ after receiving a returned Product.

2. GENERAL RETURN PRINCIPLES

LevantiQ strives to ensure that Products delivered to Customers meet the design specifications, functional expectations, and quality-control standards defined by the Company. However, due to the nature of certain LevantiQ Products—including limited-production technological devices, prototype units, collector-oriented objects, and precision-engineered hardware - returns cannot

be processed automatically and must be evaluated through a structured return authorization process.

LevantiQ may accept return requests in situations including, but not limited to: confirmed manufacturing defects • transport damage documented upon delivery • incorrect product delivered • verified malfunction under normal operating conditions

Returns requested solely due to buyer preference, subjective dissatisfaction, or incorrect purchasing decisions may not be eligible for refund except where mandatory consumer protection law requires otherwise.

3. RETURN REQUEST PROCEDURE

Customers who believe a Product qualifies for return must contact LevantiQ customer support using the official communication channels listed on the Website.

A Return Request should include: order reference number • product model and serial number (if applicable) • description of the issue encountered • photographs or documentation illustrating the issue where possible.

LevantiQ may request additional information in order to evaluate the Return Request before issuing a Return Merchandise Authorization.

[Submitting a Return Request does not guarantee that a return will be authorized.](#)

4. RETURN MERCHANDISE AUTHORIZATION (RMA)

If LevantiQ determines that the issue reported may qualify for evaluation, the Company may issue a **Return Merchandise Authorization (RMA)**. The RMA will specify: the authorized return address • packaging instructions • the timeframe during which the return must be shipped • any documentation that must accompany the returned Product.

Products returned without an RMA authorization may be refused and returned to the sender.

5. RMA VALIDITY PERIOD

An issued RMA remains valid only for the time period specified in the authorization communication. If the Product is not shipped within the authorized timeframe, LevantiQ may decline to accept the return and may require a new Return Request to be submitted.

6. PRODUCT CONDITION REQUIREMENTS

Returned Products must be shipped in a condition reasonably consistent with the state in which they were delivered. Customers should ensure that: the Product has not been intentionally damaged • the Product has not been modified or disassembled • original accessories are included where possible • protective packaging is used

Products showing evidence of misuse, modification, or physical damage unrelated to manufacturing defects may not qualify for return or refund.

7. PACKAGING REQUIREMENTS FOR RETURNS

Customers must package returned Products in a manner reasonably sufficient to protect the Product during transport. Whenever possible, the original packaging materials should be used. If original packaging is unavailable, the Customer must ensure equivalent protective packaging.

LevantiQ may decline responsibility for transit damage caused by inadequate return packaging.

8. RETURN SHIPPING RESPONSIBILITY

Return shipping responsibility depends on the nature of the return.

If the return is approved due to confirmed manufacturing defect or shipping damage, LevantiQ may cover reasonable return shipping costs. If the return request is based on other permitted reasons, the Customer may be responsible for return shipping expenses.

Customers must follow the shipping instructions provided in the RMA authorization.

9. PRODUCT INSPECTION PROCESS

After receiving a returned Product, LevantiQ may conduct a structured inspection process that may include: visual inspection • mechanical testing • electronic diagnostics • firmware verification • component integrity verification.

The purpose of inspection is to determine whether the reported issue qualifies under the return policy or warranty coverage.

10. RESOLUTION OPTIONS

Following inspection, LevantiQ may determine the appropriate resolution. Possible outcomes include: repair of the Product • replacement with an equivalent Product • refund of the purchase price. The appropriate remedy is determined by LevantiQ based on the nature of the issue, Product availability, and applicable legal obligations.

11. REFUND PROCESSING

If a refund is approved, LevantiQ will initiate the refund through the original payment method whenever possible. Refund processing time may depend on: payment provider processing times • banking systems • international transaction handling. Customers should allow reasonable time for the refund to appear in their account.

12. NON-RETURNABLE PRODUCTS

Certain categories of Products may not be eligible for return unless required by applicable law. These categories may include: customized or personalized Products • prototype or experimental devices • limited collector editions • Products identified as non-returnable at the time of sale.

13. RETURN ABUSE PREVENTION

LevantiQ monitors return activity to prevent fraudulent or abusive practices.

The Company reserves the right to refuse return requests or restrict purchasing privileges where evidence suggests: repeated abusive return behavior • fraudulent claims • manipulation of return procedures • intentional damage to Products.

14. CHARGEBACK AND PAYMENT DISPUTE ABUSE

Customers are encouraged to contact LevantiQ support before initiating payment disputes or chargebacks. Where a chargeback is initiated without prior good-faith communication, LevantiQ reserves the right to: suspend the related account • restrict future purchases • challenge the chargeback through the payment processor.

15. POLICY UPDATES

LevantiQ reserves the right to update or modify this Returns & Refund Policy as operational procedures evolve. The most recent version will always be available on the Website.

CONTACT INFORMATION

For questions regarding these Terms, LevantiQ Products, allocation decisions, order procedures, legal matters, or policy interpretation, Users and Customers may contact:

- **LevantiQ LLC:** State of Delaware, United States
- **Official Website:** <https://levantiq.shop>
- **Customer Support:** contact@levantiq.shop
- **Legal Inquiries:** legal@levantiq.shop

LevantiQ reserves the right to request identity verification or supporting information before responding to account-sensitive, transaction-sensitive, or compliance-sensitive inquiries.