



30 Day Money Back Guarantee

Your satisfaction is guaranteed on all Vuzix products purchased by consumers directly from our website. We want you to be thrilled with our products, so if you're not satisfied with your purchase for any reason, simply return it to us within 30 days of our shipment to you for a full refund of the product's cost.

We do ask that returned products be in like-new condition with original packaging and materials. Unfortunately refunds cannot be accepted if parts are missing.

If you purchased a product on Vuzix.com and feel that it just isn't right for you:

1. Call our Service Group at 585-359-7575 to obtain a Return Material Authorization (RMA) number. This number helps us quickly track the status of your return.
2. Pack the product in its original box along with an appropriate shipping container. Include a copy of your sales receipt to prove you received the product within the last 30 days.
3. Write the RMA number clearly on the outside of the shipping box (Failure to do so may result in your package being refused or cause delays and result in our inability to process your refund).
4. Be sure to use a package-shipping service such as United Parcel Service, Federal Express or the United States Postal Service that is able to track shipments. We'll also pay the return shipping costs if the return is a result of our error. Please advise your Service Group Representative at the time of requesting your RMA number.
5. Ship the package to:
Vuzix Corporation
2166 Brighton Henrietta Town Line Road
Rochester, NY 14623
ATTN: RMA# _____
6. When we receive your return, we will verify the contents of your return and credit the payment method used to make the purchase (the products cost and any sales tax charged by us; unfortunately we cannot refund your original or return shipping costs). Please allow up to five weeks for the refund to be processed.