

Returns Policy — Translite Global LLC

Last updated: 24th September 2025

We want you to be satisfied with your purchase from Translite Global LLC (“Translite Global”, “we”, “us”, or “our”). This Returns and Refunds Policy explains when and how you may return products purchased from us and how refunds are processed.

By placing an order with us, you agree to the terms of this policy.

1. Return Eligibility

We accept returns under the following conditions:

- The product is defective, damaged, or not functioning as described
- The wrong product was delivered
- The product is unused, in its original condition, and returned within the allowed return period

All returned products must include:

- Original packaging
- All accessories, manuals, and components
- Proof of purchase (invoice or order confirmation)

We reserve the right to refuse returns that do not meet these conditions.

2. Return Window

Unless otherwise stated in writing, you must request a return within:
14 days from the date of delivery.

Requests made after this period may not be accepted.

3. Non-Returnable Items

Unless required by law, we cannot accept returns for:

- Products that have been used or installed
- Products damaged due to misuse, improper handling, or unauthorized modification
- Products without original packaging or missing components

- Clearance, final-sale, or special-order items
- Software, licenses, or downloadable products

4. Return Process

To request a return:

1. Contact us at support@transliteglobal.com and provide:
 - Order number
 - Product details
 - Reason for return
 - Photos or supporting information (if damaged or defective)
2. We will review your request and, if approved, provide return instructions or a Return Merchandise Authorization (RMA) if applicable.
3. Do not ship items back until you receive return authorization.

Products returned without authorization may be rejected or delayed.

5. Return Shipping Costs

Unless otherwise required by law:

- If the product is damaged on arrival, or shipped incorrectly — we will cover or reimburse reasonable return shipping costs.
- For all other returns (such as change of mind) — the customer is responsible for return shipping costs.

6. Inspection and Approval

All returned products are inspected upon receipt. We will notify you whether your return has been approved or rejected.

A restocking fee may apply in certain cases where applicable and permitted by law. If applicable, you will be informed in advance.

7. Exchanges

If you received a defective or incorrect product, we may offer an exchange or replacement where stock is available. If a replacement is unavailable, a refund may be issued instead.

8. Order Cancellations

Orders may be cancelled before shipment by contacting us as soon as possible. Once an order has shipped, it will be subject to the normal returns process set out in this policy.

Custom or special-order products may not be cancellable once processing has begun.

9. Damaged or Defective Products

If your order arrives damaged or defective, please notify us within 48 hours

Include photos of the packaging and product so we can assist you quickly.

10. Products Purchased Through Distributors or Retailers

If you purchased our products through a third-party distributor or retailer, their returns and refund policies will apply. Please contact them directly.

11. Compliance With Law

Nothing in this policy limits your rights under applicable consumer protection laws.

12. Contact Us

If you have any questions about this Returns and Refunds Policy or need assistance with a return, please contact us:

Translite Global LLC

Website: www.transliteglobal.com

Email: support@transliteglobal.com