

OES RETURN POLICY

Returns

The OES Team definitely want you to love all products bought from and sold by us, but things happen sometimes and we understand. We offer 30 day unmodified and unmodified return policies.

30 Day Unmodified

If you are not 100% satisfied with your order, we will gladly authorize a return for any unused and unmodified items purchased within 30 days.

30 Day Modified Return Policy

Were any of our products dead on arrival or not quite working as advertised after using them? Do you feel like you might need assistance with troubleshooting? If so, please consider reach out to our support team first (info@optimus-es.com) so that we can make the necessary attempts to solve your issues first. One of our Technical Support reps will review your inquiry and determine what the best course of action is. An OES Technical Support rep will then proceed to assist you with troubleshooting within approximately 2-3 business days (or sooner if possible).

Once done troubleshooting, our Technical Support rep might have you fill out an RMA request ticket. Once we obtain your ticket, we will begin to process your case as an RMA ticket.

Please do not remove, de-solder, or otherwise modify any components that are installed on your product. We need to try and replicate your testing environment and removing installed components can cause complications.

Damaged in Shipment

Please email info@optimus-es.com as soon as possible. Include a description of the damages and pictures of the damaged items/packaging. This information is very helpful to us in assessing how we work with our shipping partners on packaging so that similar problems don't happen in the future. Replacements will be arranged with Customer Service as required.

Not The Item You Ordered?

Are one or more of the items you had ordered not what you were expecting? If you believe that OES sent you the wrong item submit an RMA ticket and we will get things resolved for you as quickly as possible!

General Return Guidelines

All RMAs must be authorized with us prior to sending any returns back.

Returns must include all parts, pieces and accessories included with the product(s), including packaging. Your return may be denied if it is received in incomplete or damaged condition.

Eligibility for return of modified items is determined on a case-by-case basis; we can not guarantee eligibility for modified items.

Returns may take up to 2 weeks to process, not including transit times.

Replacement orders can not be modified to include different or additional parts.

OES will pay/refund return shipping charges if the damage is found to be related to a manufacture error.

We reserve the right to limit support, and deny returns on items that were purchased over 90 days ago, ding and dent items, old version releases, and products not purchased directly from OES.

In the event that your return is not received in restockable condition, we reserve the right deny your return.

For best service and lowest risk of loss/damage to your return, we suggest that it is sent via a trackable shipping method such as UPS, FedEx, etc. Lost packages that are sent via non tracked methods are not guaranteed.

No returns should be sent in a flat envelope. The mail system uses rollers to sort the flat packages and crush/damage the items in transit. Please use a box or reinforced padded mailer at a minimum.