



## **ORDERING PROCESS**

### **In Stock**

All items ship within three business days of order. Shipping is free to US, Canada, and Mexico.

Multiple orders going to the same address will be shipped in a single box if possible.

### **Backorder**

All items on backorder will be noted along with estimated ship dates on our website. Once the product is back in stock, orders placed will be shipped in order of date purchased.

### **Order Tracking**

U.S.A. orders will include a tracking number. Orders outside of the U.S.A. will including tracking until the item leaves the U.S.A. There is no guarantee that tracking will continue outside of the U.S.A.

### **Insurance**

If you would like to insure your package, please let us know prior to purchase. Additional funds will apply.

### **Signature Confirmation**

Signature confirmation is available for an additional cost. Please let us know before you purchase.

# **CUSTOM ORDERING PROCESS**

Geshelli Labs LLC offers some custom design/change options for our products. If you would like something outside of the below list, please email us at [info@geshelli.com](mailto:info@geshelli.com) to inquire.

## **Removal of LED's**

We can remove the internal LED's if requested.

## **Faceplate Colors**

We currently offer a variety of colors outside of the clear plates.

## **Plexi case colors**

We currently offer a variety of colors outside of the clear cases.

\*Additional fees may apply depending on color choice.

## **Board only (No Case)**

We provide an option to order the board only without a case.

## **Changes to Components**

Custom changes are none returnable.

# **CANCELLATIONS**

Please notify us ASAP via email if you choose to cancel an order. Once the order is shipped, you will be responsible to return the product at your expense.

# RETURNS

Return shipping costs are at the purchaser's expense. Our products come with a thirty day return policy. The return date begins on the day your product is confirmed delivered. The item must be postmarked on the 30<sup>th</sup> day to be eligible for a refund. **All return requests must be preauthorized.** Contact [info@geshelli.com](mailto:info@geshelli.com) to notify us that you would like to return the product. **You are responsible for paying the return shipping cost. Tracking is recommended.** All returns must include the original packaging, power supply and product. Item must be unaltered and in full working condition. We are not responsible for lost returns. Once the item is returned it will go through an inspection. If the condition of the product is deemed "like new" a full refund, excluding shipping will be issued back to your original payment source. Depending on the source used to pay, the refund can take up to 10 days to return to your account. If the product is damaged or in poor condition upon return, we will contact you to discuss options.

# WARRANTY

This warranty information only applies to our products sold in the United States. Please email [info@geshelli.com](mailto:info@geshelli.com) for questions about our products or to initiate a return. Postage will be issued by Geshelli Labs LLC on a case by case basis. Geshelli Labs LLC will ship the repaired item at our expense.

Geshelli Labs LLC will not accept the return of or warranty any product that has been tampered with or has been altered.

Within the first 30 days of your purchase, Geshelli Labs LLC will accept return of the product if it meets the following condition:

- **Product must be in original condition with all parts intact.**
- **Liquid damage to the product is not covered under warranty.**
- **All returns must include original receipt showing product was purchased through Geshelli Labs LLC website or Geshelli E-commerce offerings.**
- **Serial number of the returned unit must match the invoice and our database records.**

1 to 6 months *Limited Warranty* if your device fails due to component defect, Geshelli Labs LLC will repair or replace the defective board. All components must be intact, and product must not be tampered with or show any damage by liquids.

We make no warranty regarding any transactions, products or services executed through any third-party vendors. Geshelli Labs LLC does not authorize any third-party vendor to sell our products. Geshelli Labs LLC is the manufacturer and all sales are only through the Geshelli Labs LLC website. The consumer understands and agrees that any transactions through third party vendors under any other name are conducted entirely at your own risk. Any warranty that is provided in connection with any offerings or services through a third party is provided solely by the third party and will not transfer or be honored by Geshelli Labs LLC.