

ORCATV RETURN AND REFUND POLICY

OrcaTV offers a 30 day money back guarantee for products purchased online from www.theorcatv.com website. Specific policy requirements are as follows:

- Customers have 30 calendar days from the date of item delivery to return defective or inoperable items to OrcaTV. The item delivery date will be verified by the official tracking information recorded by the delivering entity.
- Only items purchased directly from the OrcaTV online store (www.theorcatv.com) can be returned to OrcaTV for a full refund. NOTE: OrcaTV products purchased through independent retailers must be returned in accordance with their respective returns and refund policies.
- OrcaTV items that are returned must be repackaged in the original container and contain all of the following equipment: OrcaTV Device, OrcaTV Remote, OrcaTV HDMI cable, OrcaTV Power Adapter and the OrcaTV Quick Start Guide.
- No refunds will be allowed after 30 calendar days or without full return of the OrcaTV items listed immediately above.
- OrcaTV will pay for return shipping for all defective or inoperable OrcaTV devices and full refunds will be sent to customers immediately upon satisfactory receipt and inspection of the OrcaTV product.
- Refunds requested due to Buyer's Remorse will be sent to the customer after satisfactory receipt and inspection of the OrcaTV product. However, OrcaTV will not pay for return shipping for non-defective and operable items. Return shipping must be paid for by the customer when the item is not defective. Note: OrcaTV can issue a return shipping label for the customer however, the standard shipping cost paid for by OrcaTV will be deducted from the customer's refund.