

Lunar Comprehensive Refund and Replacement Policy

Lunar devices and accessories are manufactured to the highest quality standards and undergo extensive testing to ensure reliability. If you are not fully satisfied with your purchase, you may request a refund or replacement within fifteen (15) calendar days from the date of delivery. Once your request is approved, and we receive the returned product in acceptable condition after inspection, we will issue a full refund or provide a replacement based on the price you originally paid.

For assistance with the return process, please contact Lunar Customer Support at support@lunar-usa.com. To be eligible for a refund or replacement, you must initiate the request within fifteen (15) calendar days from the date of delivery.

Eligibility and Inspection

All returned products will be inspected to verify any defects or issues. To qualify for a refund or replacement, products must be in undamaged, like-new condition with all original packaging and included accessories. Lunar reserves the right to deny a refund if the returned product is found to be damaged due to misuse or mishandling.

Return Process

1. Return Merchandise Authorization (RMA) Form

- You will receive an RMA form via email. Print and place this form inside the return shipping package.
- Any package returned without an authorized RMA form will be declined.
- Once the return package has reached the 'shipped' status, the return request cannot be canceled.

2. Include All Original Items

- The return package must include the device, accessories, original packaging, and documentation.
- Do not send additional items, such as a SIM card, screen protectors, earphones, earbuds, or third-party accessories.
- If additional items are mistakenly sent, we will not be able to return them.

3. Data Backup & Removal

- Before returning your device, you must back up, transfer, or erase all personal data.
- You are solely responsible for the information stored on your device.
- Lunar is not responsible for any data leakage or loss due to failure to erase personal content before returning the device.

4. Software & Data Disclaimer

- Lunar is not liable for any loss or deletion of software programs, data, or other stored information on the device.
- Recovery and reinstallation of third-party applications and personal data are not covered under warranty.

5. Refund Method & Processing Time

- Any approved refund will be credited back to the original payment method used at checkout.
- Processing times may vary depending on your financial institution.

Additional Return Guidelines

- Products purchased from www.lunarus.com may be returned within 15 days of delivery for a refund or replacement.
- You must return the charging cable and power adapter along with the device to be eligible for a return.
- Accessories must be unopened and in their original packaging to qualify for a return.
- For more details, please refer to our [Privacy & Legal Policy](#).

Return Material Authorization (RMA) Form

<h1 style="margin: 0;">LUNAR</h1>	Order Number	
	Date Issued:	
	Issued by:	

<p>RMA Instructions:</p> <p><i>Products purchased through Lunar website maybe returned to Lunar by following these steps:</i></p> <ol style="list-style-type: none"> 1. Contact Lunar at 469-939-7899 or support@lunarus.com to inform us you will return. 2. Completely fill out this form, and place the form inside of the shipping package you're returning. 3. Return all items from your original shipment, including devices, accessories, packaging and documentation. Please erase all personal and sensitive data on the device before sending it to Lunar. 4. Ship the item(s) to: Lunar USA Inc. 1721 W Plano Pkwy Ste 128, Plano, Texas, 75075 United States <p>Please refer to Lunar's return Policy for complete details regarding product returns.</p>	Customer Name			
	Address			
	City			
	State		Zip/Postal Code	
	Country			
	Phone Number			
	Fax Number			
	Email			

Model Number	
Series Number	
IMEI Number	

Returned Item(s)			Send Immediate Replacement (Y/N)
Description	Quantity	Reason for Return	

Additional Comments:

Disposition (To be completed by Lunar)			
	Returned to customer, no problem found		Non-Warranty replacement
	Warranty repair, repaired and returned to customer		Not repairable, informed customer
	Non-Warranty repair, repaired and returned to customer		Other:
	Warranty Replacement		