



Refund policy

Anker provides a straightforward warranty that is processed in the most hassle-free way possible. Please refer to the chart below for the warranty timelines of various products, as warranty periods differ according to models.

Products sold by Anker as refurbished ("pre-owned") come with their own unique warranty, so please see [our refurbished warranty page](#) for details on those items.

This limited warranty provided by the manufacturer in no way affects a potential statutory warranty provided by law.

Warranty Timeline

Item	Warranty Period (Months)
Cables	18, 24 months or lifetime
Hubs & Adapters	18
Batteries	18 or 24 months
Chargers	18 or 24 months
AC Power	18 or 24 months
Power Stations	https://www.anker.com/anker-portable-power-station-warranty-policy
Screen Protectors & Cases	18 or lifetime
Mice & Keyboards	18
Anker & soundCore Speakers	18
Anker & soundCore Headphones	18
Roav	12
Nebula	12
Security	12
Appliances - Home Care	12 to 15
Appliances - Lighting	12 to 18
Appliances - Control	12 to 18
Appliances - Health	15

Contact Us

Phone Number

US: +1 (800) 988 7973

Email Address

support@anker.com

Holiday Returns Policy

Anker has extended the Holiday Returns Policy for 2022. Orders purchased between October 11th, 2022 and December 25th, 2022 are eligible for return until January 31st, 2023.

30-Day Money-Back Guarantee for Any Reason

Undamaged products can be returned for a full refund, regardless of the reason, within 30 days of purchase, excluding Corporate purchases/bulk orders, which may not be refundable. (Note: Ordering more than 10 units of a product will be considered a bulk order.) Once the returned item arrives back in Anker's warehouse for inspection, the refund process will begin.

- Returns must include all accessories (When returning products purchased in the "Buy One, Get One for \$0.99" promotion, you must return both products. If you only return one product, the refund amount will be the amount paid minus the MSRP of the \$0.99 product.)
- Items must include original packaging
- For non-quality related warranty claims, buyer is responsible for shipping costs
- For non-quality related warranty claims, Anker refunds the cost of the product itself
- Returns may be rejected if items do not meet the above requirements

Refund requests for the 30-day money back guarantee expire 30 days after opening a warranty claim. It is not possible to process a request for a refund for non-quality issues for items that have expired this 30-day window. For purchases not made directly through Anker's online stores, please contact retailers for refunds. For quality-related issues, please see below.

How do I return an item?

1. Please reach out to Anker customer support to initiate a return. Please state the reason for return and provide an invoice or screenshot to confirm the order number.
2. Anker support will share the corresponding return address with you within 24 working hours.



3. For the refund to be processed in a timely manner, please be sure to send a return notification to Anker with the following information:

- Name of the courier
- Tracking number

How long does it take to get a refund?

Refunds will be issued once the item arrives at our warehouse. The refund will be credited back using the same method as when your initial order was made. Processing time typically takes 3-5 working days.

Warranty Claims for Quality-Related Issues

All quality-related defects on items sold directly by Anker or Anker's authorized resellers are covered by an extensive warranty, starting from the date of purchase (see top of page for your product's warranty timeline).

Anker's limited warranty is restricted to the country of purchase. The limited warranty is void on items taken outside the country they were originally bought in or shipped to directly from an authorized online purchase.

Quality-related warranty claims on purchases made through Anker's authorized distributors and retailers, such as Walmart and BestBuy, are handled through Anker (see list of authorized distributors and retailers here).

For quality-related warranty claims, items will be replaced with a factory refurbished model of equal value when available, otherwise a new item will be sent. In situations where a replacement is not an available or preferred option, Anker will offer a partial refund according to the usage time of the device.

Warranties on all replacements follow the same warranty timeframe of the original defective item, or 3 months after being replaced, whichever is longer. Warranties on products are void after having been fully refunded.

Process:

- Buyer must provide sufficient proof of purchase
- Anker must document what happens when buyers troubleshoot the product
- The defective item's serial number and/or visible proof depicting the defect are required
- It may be necessary to return an item for quality inspection
- For defective items that Anker needs to have returned, warranties on those replacements are voided if the wrong item is returned to Anker or if the defective item is not returned.

Valid proof of purchase:

- Order number from online purchases made through Anker or Anker's authorized resellers
- Sales invoice



- Dated sales receipt from an authorized Anker reseller that shows a description of the product along with its price

Please note that more than one type of proof of purchase may be required to process a warranty claim (such as receipt of money transfer and confirmation of address item was originally shipped to).

Warranty claims for product defects expire 90 days after opening a warranty claim. It is not possible to process a warranty claim for items that have expired their original warranty timeframe or 90-day warranty claim request period, whichever is longer.

Shipping costs must be covered by buyer in the following situations:

- Returning products for any reason other than a proven defect
- Warranty claims on items taken outside the original country of purchase
- Buyer's accidental returns
- Returning personal items
- Returning items claimed to have defects but found by Anker quality control to be in working condition
- Returning defective items in international shipping
- Costs associated with unauthorized returns (any returns made outside of the approved warranty process)

Not Covered Under Warranty:

- Products without sufficient proof of purchase
- Lost or stolen products
- Items that have expired their warranty period
- Non quality-related issues (after 30 days of purchase)
- Free products
- Repairs through 3rd parties
- Damage from outside sources
- Damage from misuse of products (including, but not limited to: falls, extreme temperatures, water, operating devices improperly)
- Purchases from unauthorized resellers

Anker is not liable for:

- Loss of data incurred from use of Anker products
- Returning personal items sent to Anker

When returning items with a prepaid shipping label provided by Anker, Anker takes responsibility for any damage or loss incurred in transit. When returning items for non-quality issues, buyer assumes responsibility for any damage or loss incurred in transit. Anker does not provide refunds for items damaged in transit for non-quality related warranty claims.