

Warranty & Returns



Open Box Items

Open Box items are products which have damaged packaging or are otherwise not suitable to be sold as new. All items are tested to be working by a member of our team.

We will not accept returns of Open Box items due to cosmetic damage or other non-performance-related issues. All sales of Open Box items are final and not eligible for a return or refund. If for some reason the item is defective, please contact support@tosotdirect.com so we can arrange a replacement.

Return Products You Are Unsatisfied With

If you are not 100% satisfied with your purchase, you can return your unused items within 15 days of purchase for a full refund. Returns because you did not want the item are subject to a 20% restocking fee. Please contact us for return address before sending the unit back. We cannot accept returns that show up randomly at our warehouse without a return authorization from our customer service team. Please be advised customers are responsible for all return shipping charges.

Return Defective Items

If you received a defective item, you can send the item back in the original package without any wear and tear for a free repair or replacement. You may be asked to provide photos and videos showing the defect(s) of the product.

*NOTE: If we do authorize you to return the products, we strongly recommend obtaining and saving your return tracking number until you are notified by our customer service team that we have completed your refund.

When Will A Replacement Be Sent?

Replacements are treated the same way as that of new orders -- they leave our warehouses within 2 days. If a product needs to be returned for replacement, the replacement is sent only after receiving the original defective item.

How Long Does It Take For Me To Get A Refund

It may take 1 to 2 weeks for your return to reach our warehouse. Once the item is received and inspected (usually within 72 hours of receipt) your refund will be processed and automatically applied to your credit card or original method of payment within 2 days. Please note that depending on your credit card company, it may take additional 2-10 business days after your credit is applied for it to post to your account. Unfortunately, we cannot expedite this process.