

Returns & Warranty

Section 1.1 – Exchanges (If Applicable)

We only replace items if they are defective or damaged. If you would like to make an exchange for the same product, first send us an email at contact@cybrtechs.com.

Section 1.2 – Refunds (If Applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed and a credit will automatically be applied to your credit card or original method of payment, within 5 working days.

Section 1.3 – Late or Missing Refunds (If Applicable)

If you haven't received a refund, first check your bank account. Then contact your credit card company, it may take some time before your refund is officially posted.

If you've done all of this and you still have not received your refund yet, please contact us at contact@cybrtechs.com.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.

Section 2.1 – Warranty Coverage

CYBR’s warranty is limited to the terms set forth below:

CYBR (“CYBR Technologies”) guarantees its product against defects in materials and workmanship for a period of ONE (1) YEAR from the date of original purchase depending on the product and the exceptions stated below. You can easily get an additional ONE (1) YEAR WARRANTY EXTENSION on the bottom of our website. In this case, your warranty is TWO (2) YEARS total.

If a defect exists, at its option, CYBR will (1) repair the product at no charge, using new or refurbished replacement parts, (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product.

A replacement product/part assumes the remaining warranty of the original product or NINETY (90) DAYS from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes CYBR’s property. When a refund is given, your product becomes CYBR’s property.

CYBR will repair, replace or refund the defective product at its discretion if returned within the warranty period to our service facility together with the proof of purchase stating the date of purchase.

Section 2.2 – Exclusions & Limitations

What does the warranty not cover?

This warranty does not cover any defect, malfunction or failure that occurs as a result of: improper installation; wear and tear; misuse or failure to follow the directions in product’s manual; abuse; unauthorized disassembly; or use with improper, unintended or faulty equipment. If you drop your product or dip it in water, the warranty will not apply. If there are any chewing marks on the cable, the warranty will not apply. In no event will CYBR be liable for personal injury, or any incidental, special, indirect or consequential damages whatsoever arising out of or related to your use of the product, however caused, regardless of the theory of liability (contract, tort or otherwise). Also, consequential and incidental damages are not recoverable under this warranty.

Section 2.3 – Obtaining Warranty Service

To get a covered product repaired or replaced, please follow the instructions below:

Return shipments shall be at the customer's expense, and the return must be accompanied by the original proof of purchase. You should track the shipment as appropriate because you are responsible for the product until it arrives at CYBR.

What will CYBR do to correct the problem?

CYBR will, at its option, repair or replace any product that proves to be defective in material or workmanship. If your product is no longer being manufactured, or is out of stock, at its option, CYBR may replace your product with a similar or better CYBR product.

How to get warranty service?

If your product is defective and covered by our warranty, we will ask you to contact CYBR's Customer Service at contact@cybrtechs.com along with proof of purchase stating the date of purchase.