

## **RETURN POLICY**

**Last updated January 01, 2026**

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a refund, store credit, or an exchange. Please see below for more information on our return policy.

### **RETURNS**

All returns must be postmarked within ninety (90) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

### **RETURN PROCESS**

To return an item, please email customer service at [support@glomensio.com](mailto:support@glomensio.com) to obtain an Return Merchandise Authorization (RMA) number. After receiving an RMA number, place the item securely in its original packaging and Email copy of Return Request with [support@glomensio.com](mailto:support@glomensio.com), and the item., then mail your return to the following address:

ATTN:Glomensio(Performant MFG)

Attn: Returns

RMA #

1212 Cesar E Chavez Pkwy

San Diego, CA 92113

United States

Please note, you will be responsible for all return shipping charges. Glomensio, at its discretion, may decide to issue a prepaid return label provided that all return procedures are followed by the customer. We strongly recommend that you use a trackable method to mail your return.

### **REFUNDS**

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least seven (7) days from the receipt of your item to process your return or exchange. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

## **EXCEPTIONS**

For defective or damaged products, please contact us at the contact details below to arrange a refund or exchange.

## **DIGITAL GOODS & NON-REFUNDABLE ITEMS**

Digital goods, services, naming credits, and any items explicitly marked as non-refundable at the time of purchase are final and non-cancellable upon payment. These items are not eligible for returns, refunds, exchanges, or store credit, regardless of usage, access, delivery, activation, or assignment status.

## **PREORDERS**

Certain products may be offered for preorder. Preorder items are not in stock at the time of purchase and will be manufactured and shipped only after applicable production and batch requirements have been met. For Glomensio products, preorder items will ship only once a minimum batch size of 1,000 units has been reached. Any estimated shipping dates provided are non-binding and subject to change.

## **Reservation Fees and Deposits**

Some preorder offerings may require payment of a reservation fee or deposit to reserve production capacity or secure priority access. All reservation fees and deposits are strictly non-refundable once paid, regardless of whether the minimum batch size is reached, manufacturing begins, shipment occurs, or the customer later decides not to complete the purchase.

Payment of a reservation fee or deposit does not obligate the customer to complete the full purchase. Reservation fees and deposits represent consideration for production planning, allocation, and administrative costs and are not payments toward the final product.

## **Full Preorder Purchases and Returns**

If a preorder is placed by paying the full purchase price of the product, the preorder will be treated as a standard product purchase once the item has been shipped. Upon delivery, such fully paid preorder items will be eligible for return, refund, or exchange in accordance with our standard 90-day Return and Refund Policy, unless the item is explicitly designated as non-refundable at the time of purchase.

## **Please Note**

- Returns will be accepted up to 90 days from date of delivery.
- Please contact us at [support@glomensio.com](mailto:support@glomensio.com) to initiate a return.
- Amazon order returns may also be accepted up to 90 days, excluding the Amazon fees.
- Devices are covered by 2 year hassle free warranty, irrespective of platform of purchase.
- For any issues, the customer should contact Glomensio directly at [support@glomensio.com](mailto:support@glomensio.com).

## **QUESTIONS**

If you have any questions concerning our return policy, please contact us at:

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[support@glomensio.com](mailto:support@glomensio.com)