

REFUND POLICY

Returns

14-Day Return Period:

Our return policy lasts for 14 days. If 14 days have elapsed since the date you received your parcel, we, unfortunately cannot offer you a refund or exchange. Within this 14-day period, you may return your **unactivated** Tangem Wallet for a full refund, subject to the conditions outlined below.

Conditions for Return Eligibility:

To be eligible for a return within the 14-day period, the following conditions must be met:

- **Unused and Unactivated Device:** The Tangem Wallet must not have been activated through the Tangem app. Activation permanently links the device to a unique private key, and for security reasons, activated devices cannot be returned.
- **Original Packaging:** The product must be returned in its original packaging, in the same condition that you received it. The packaging does not necessarily need to be shrink-wrapped.
- **Proof of Purchase:** A valid receipt or proof of purchase must be provided.

Non-Returnable Scenarios:

Please carefully consider the following scenarios where refunds will **not** be provided:

- **Signs of Use, Scratches, or Damage:** The Tangem Wallet (including Tangem Ring) must be completely free of any signs of use, scratches, scuffs, dents, or any other damage. We must be able to resell the returned product as new.
- **Activated Devices:** As mentioned above, activated Tangem Wallets cannot be returned for a refund due to security reasons.
- **Device Compatibility:**
 - **Weak NFC Module:** Similarly, if your device's NFC module is too weak to power the Tangem Wallet, a refund cannot be granted. Please ensure your device meets the necessary NFC specifications before purchasing.
- **Unconfirmed Defects:** If you believe your Tangem Wallet is defective, you must contact our support team for troubleshooting and confirmation. A refund will not be issued based solely on your assessment without our confirmation of the defect.
- **Other Reasons:** Tangem reserves the right to refuse returns for reasons not explicitly listed here, at our reasonable discretion, but in strict compliance with applicable legislation.

Consequences of Non-Refund:

If a refund is not carried out for the reasons stated above, you agree to indemnify and hold harmless Tangem from any liability, claims, demands, loss, cost, or expenses in this regard.

At Tangem, we strive to provide secure and reliable cryptocurrency storage solutions. This policy outlines the conditions under which returns and refunds are accepted for the Tangem Wallet.

Faulty Devices:

If your Tangem Wallet is faulty upon arrival or develops a manufacturing defect within the warranty period, we will gladly offer a replacement or repair. This is separate from the 14-day return policy, which only applies to unused, unactivated devices.

Initiating a Return:

To initiate a return within the 14-day period, please contact our customer support team with your proof of purchase. We will guide you through the return process.

Return Process

If you wish to make a return, and all the conditions specified in Section (Returns) are met, then to return your Product, please email customer service at store@tangem.com and include your proof of purchase, photos of the product you are willing to return and mail your return to one of the following addresses (depending on your country of residence where you will send your shipment from):

Country of Residence	Return Address
United States	Launch fulfilment warehouse, 1710 W 1000 North. STE 101-103. Springville UT 84663
Member States of the European Union and United Kingdom (Please refer to Annex A)	Fully d.o.o warehouse, Letališka 30, 1000 Ljubljana, Slovenia
APAC Countries (Please refer to Annex A)	U-Freight Limited warehouse, G/F, Chuan Kei Factory Building, 15-23 Kin Hong Street, Kwai Chung, New Territories, Hong Kong (Entrance at Kin Chuan Street) 香港新界葵涌健康街15-23 號泉基工業大廈 地下 (正門由健全街入)

Please note, you will be responsible for all return shipping charges. (that does not include faulty device returns), Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on the shipping address & the courier chosen the delivery time to our warehouses may vary. The refund will be processed once the product is well received and inspected.

If you are shipping an item over \$75, we recommend that you use a trackable shipping service with a shipping insurance policy to avoid getting it lost during the delivery.

To help us process your return quickly, please provide the tracking number once the item has been shipped. This will allow us to monitor the return and confirm its arrival at our facility.

Please be careful since non-observance of the conditions stated above may lead to the impossibility of refund processing.

Refunds

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. Please allow at least ten (10) working days from the receipt of your item to process your return.

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. The funds shall be credited to your account within up to five (5) business days depending on your bank. If you have not received a refund, first check your bank account again, then contact your credit card company. If you have done all of this and you still have not received your refund yet, please contact us at store@tangem.com.

Refund policy for orders paid via crypto payment

Refunds for orders paid via crypto payment will be issued in Tether (USDT) or USDC (USDC) on the Ethereum or Tron networks.

The refund amount will exclude the transfer network fee, which was paid by the client.

Refunds for orders paid via crypto payment may take up to 5 days to process, depending on the cryptocurrency network.

If your transaction was paid after time out, or was either overpaid or underpaid, it is possible to receive a refund for the transaction as long as the cost of processing the transaction is not greater than the refunded amount.

If you send cryptocurrency to an address associated with another cryptocurrency during checkout (BSV sent to a BCH address, SAI sent to a DAI address, etc.), our system won't detect the payment and won't be able to make a refund.

Exchanges

We only replace items if they are defective: visible scratches, wrong product, non-sealed package with traces of interference, or in case product stopped working after a while for unknown reason . In circumstances where you consider that a Product is defective, you should promptly contact us at store@tangem.com with details of the product and the defect details ,we investigate the nature of defect. In case the issue is confirmed, we will provide a return label for your product to one of our warehouses depending on the shipping address you will provide. Once we receive your product and inspect it and confirm the defect we will send you a new product as a replacement free of charges. In case your product is not confirmed to be defective, Tangem leaves the right to refuse a replacement.

Late or missing refunds

We are committed to make sure that you will receive your refund timely, however there may be delays due to the processing times of different banks. If you haven't received a refund, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next, contact your bank. There is often some processing time before a refund is posted. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company.

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

(Annex A)

Member States of the European Union and United Kingdom

Austria
Belgium
Bulgaria
Canada
Croatia
Cuba
Cyprus
Czechia
Denmark
Estonia

Finland
France
French Polynesia
Germany
Greece
Hungary
Ireland
Isle of Man
Italy
Latvia
Lithuania
Luxembourg
Malta
Netherlands
Norway
Poland
Portugal
Romania
Slovakia
Slovenia
Spain
Sweden
Switzerland
Ukraine
United Kingdom of Great Britain and Northern Ireland

APAC Countries

Afghanistan
Albania
Algeria

American Samoa
Andorra
Angola
Antarctica
Antigua and Barbuda
Anguilla
Argentina
Armenia
Aruba
Australia
Azerbaijan
Bahamas
Bahrain
Banglades
Barbados
Belarus
Belize
Benin
Bermuda
Bhutan
Bolivia (Plurinational State of)
Bonaire, Sint Eustatius and Saba
Bosnia and Herzegovina
Botswana
Bouvet Island
Brazil
British Indian Ocean Territory
Brunei Darussalam
Burkina Faso
Burundi
Cabo Verde

Cambodia
Cameroon
Cayman Islands
Central African Republic
Chad
Chile
China
Christmas Island
Cocos (Keeling) Islands
Colombia
Comoros
Congo (the Democratic Republic of the)
Congo
Cook Islands
Costa Rica
Curaçao
Côte d'Ivoire
Djibouti
Dominica
Dominican Republic
Ecuador
Egypt
El Salvador
Equatorial Guinea
Eritrea
Eswatini
Ethiopia
Falkland Islands [Malvinas]
Faroe Islands
Fiji
French Guiana

French Southern Territories
Gabon
Gambia
Georgia
Ghana
Gibraltar
Greenland
Grenada
Guadeloupe
Guam
Guatemala
Guernsey
Guinea
Guinea-Bissau
Guyana
Haiti
Heard Island and McDonald Islands
Holy See
Honduras
Hong Kong
Iceland
India
Indonesia
Iran (Islamic Republic of)
Iraq
Israel
Jamaica
Japan
Jersey
Jordan
Kazakhstan

Kenya
Kiribati
Korea (the Democratic People's Republic of)
Korea (the Republic of)
Kuwait
Kyrgyzstan
Lao People's Democratic Republic
Lebanon
Lesotho
Liberia
Libya
Liechtenstein
Macao
Madagascar
Malawi
Malaysia
Maldives
Mali
Marshall Islands
Martinique
Mauritania
Mauritius
Mayotte
Mexico
Micronesia (Federated States of)
Moldova (the Republic of)
Monaco
Mongolia
Montenegro
Montserrat
Morocco

Mozambique
Myanmar
Namibia
Nauru
Nepal
New Caledonia
New Zealand
Nicaragua
Niger
Nigeria
Niue
Norfolk Island
Northern Mariana Islands
Oman
Pakistan
Palau
Palestine, State of
Panama
Papua New Guinea
Paraguay
Peru
Philippines
Pitcairn
Puerto Rico
Qatar
Republic of North Macedonia
Russian Federation
Rwanda
Réunion
Saint Barthélemy
Saint Helena, Ascension and Tristan da Cunha

Saint Kitts and Nevis
Saint Lucia
Saint Martin (French part)
Saint Pierre and Miquelon
Saint Vincent and the Grenadines
Samoa
San Marino
Sao Tome and Principe
Saudi Arabia
Senegal
Serbia
Seychelles
Sierra Leone
Singapore
Sint Maarten (Dutch part)
Solomon Islands
Somalia
South Africa
South Georgia and the South Sandwich Islands
South Sudan
Sri Lanka
Sudan
Suriname
Svalbard and Jan Mayen
Syrian Arab Republic
Taiwan (Province of China)
Tajikistan
Tanzania, United Republic of
Thailand
Timor-Leste
Togo

Tokelau
Tonga
Trinidad and Tobago
Tunisia
Turkey
Turkmenistan
Turks and Caicos Islands
Tuvalu
Uganda
United Arab Emirates
United States Minor Outlying Islands
Uruguay
Uzbekistan
Vanuatu
Venezuela (Bolivarian Republic of)
Viet Nam
Virgin Islands (British)
Virgin Islands (U.S.)
Wallis and Futuna
Western Sahara
Yemen
Zambia
Zimbabwe
Åland Islands

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