

REFUND POLICY

Returns

Our policy lasts for 30 days. If 30 days have gone by since your purchase, unfortunately, we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Refund of the Tangem product (also the "Product") shall not be carried out:

- if your device does not have an NFC module, which is mandatory for the Product to work with the device;
- if your device has a weak NFC module, and its power is not enough for normal functioning of the Product;
- if you select the wrong size of the Product (namely, the Ring).
- if you considered the Product to be defective, but did not receive confirmation of this fact from Us;
- if the Product does not meet your expectations;
- by other reasons than what Tangem may reasonably deem as such.

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

To complete your return, we require a receipt or proof of purchase.

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 and mail your return to one of the following addresses (depending on your country of residence):

Country of Residence	Return Address
United States	1710 W 1000 North. STE 101-103. Springville UT 84663
Member States of the European Union and United Kingdom	Fully d.o.o, Tržaška cesta 40, 1000 Ljubljana, Slovenia
APAC Countries	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. 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.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

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 5 (five) 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 the same cryptocurrency and network used for the original payment.

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 and exchange processes.

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. 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 and send your item to one of the following addresses (depending on your country of residence):

Country of Residence	Return Address
United States	1710 W 1000 North. STE 101-103. Springville UT 84663
Member States of the European Union and United Kingdom	Fully d.o.o, Tržaška cesta 40, 1000 Ljubljana, Slovenia
APAC Countries	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)

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.

Last updated on June 1st, 2024