

Return & Refund Policy

Thank you for purchasing our products.

Policy for Hardware products - FlashPro, GangPro, USB isolator, and Socket board:

Elprotronic Inc. offers a return and refund option to our customers within 30 days from your delivery date. If 30 days have passed since your delivery, you will not be offered a refund and/or exchange of any kind.

Eligibility for Refunds and Exchanges

- Your item must be in the same condition that you received it.
- The item must be in the original packaging.
- Only regular priced items may be refunded, sale items cannot be refunded.
- We only offer returns if completed within the return period, we do not offer product exchanges.
- To complete your return, we require a receipt or proof of purchase.
- The product must have been **purchased directly from Elprotronic Inc.** and not one of our distributors. For refunds for purchases made from distributors, please contact the distributor directly.
- The return package should be mailed before the 30-day return period expires (as indicated by the date on the return label). The return package should be mailed with a delivery option so as to be received by Elprotronic Inc. within 30 days or less of date of shipment.
- The funds, minus processing fees (stipulated below), will be refunded upon receipt of package and confirmation of contents. The funds will be refunded using the same method as initial payment, unless another method of sending the refund is mutually agreed upon.

Shipping and Processing Fees

- The customer will cover the cost of shipping the package back to Elprotronic Inc.
 - Ship the package to:
Attn: Return and Refund
35 Austin Rumble Crt., King City, Ontario, Canada, L7B-0B2
Tel: +1-905-539-0424
Fax: +1-905-539-0474
- The following refund fee will be deducted from the “return amount” based on the invoice grand total, based on the initial method of payment:
 - Credit-card refund fee: 4.0%
 - PayPal refund fee: 5.0%
 - Wire-transfer refund fee: 30.00 USD
 - Cheque refund fee: 10.00 USD

Policy for Software products – GangFlasher, FET-Pro, Software Update License Renewal:

- Once the correct activation key has been emailed following a purchase, there is no refund or exchange option.
- If an incorrect key has been sent for FET-Pro or Software Update License Renewal purchase based on an invalid hardware key or serial number, that order will be refunded minus the Shopify processing fee:
 - Credit-card refund fee: 4.0%
 - PayPal refund fee: 5.0%