

GIA i-H2O Activation System Return Policy

100% Refund Policy within 30 Days:

We pride ourselves in outstanding product quality and performance. If however – for any reason – you are not entirely satisfied with your i-H2O System, it can be returned within 30 days from the date of purchase to receive a full refund, minus the cost of shipping.

Within 1 Year (from Date of Purchase)

If your i-H2O Activation System has been unopened and it is unused and in resalable condition, you may send it back within one year from your date of purchase for a 90% refund of your purchase price (shipping charges are not refundable).

In the unlikely event that at any time before the first anniversary date of your purchase your i-H2O System becomes defective or is not working properly, you may return the Activator Unit to us - to be returned to our manufacturer for repair. If the issue is determined to be a manufacturer defect, then there is no charge. If they determine that it is not a manufacturer defect, then a \$35.00 fee will apply.

If an issue arises with your i-H2O Activation System, the power adapter may be the cause of system not working properly. If possible, please check your system with a different adapter. If the system still does not work, the activator will need to be returned, *not* the adapter.

After 1 Year (from Date of Purchase)

If it has been over one year since the date of your i-H2O Activation System purchase and you feel that your system is not working properly, you are welcome to send the activator unit back to our corporate office - after having received return authorization and instructions from one of our friendly Customer Service Representatives. You can reach GIA Customer Service at (760) 448-2498. Once your return is received by us, we will have the manufacturer inspect the activator unit for a flat fee of \$35.00 (includes shipping charge to ship it back to you).