

Return Policy

Last Updated 09/03/2026

Vesync values its customers and strives to exceed every customer's expectation. Except otherwise stated, any purchases made directly from Vesync may be returned within 30 days from the delivery date. If you are not fully satisfied with your purchase, Vesync will accept a return of the product for a refund of your purchase price, provided such return is made within 30 days of delivery with valid proof of direct purchase and provided such products are returned in their original condition.

All returns for defect and all returns for direct purchases made after this 30-day return period must be made pursuant to the terms of [Vesync's Limited Product Warranty](#).

If your Vesync product is not functioning correctly, it is covered under Vesync's Limited Product Warranty. You can visit service@vesync.com for troubleshooting resources or contact us to help resolve any issues.

If you received the wrong item or wrong quantity of items, please contact Vesync Support via service@vesync.com. In the case that your order is lost in transit, a replacement will be issued after validation. Refunds will not be issued.

All returns must be authorized by Vesync within 30 days of delivery with a valid Return Merchandise Authorization ("RMA") Number. No returns of any type will be accepted without an RMA number. You can obtain the RMA number and the pre-paid shipping label for your return by contacting Vesync Support within the return period for products. The RMA number will be valid for 15 days after issue and all returns must be shipped within 15 days after receipt of the RMA number. Returns shipped without a valid RMA number or after expiration of the RMA number will be refused and returned to you at your expense.

We do not accept in-person returns at our offices or warehouses. Please follow the return process as described below.

HOW TO RETURN AN ITEM

1) Labeling

After approval of your return, a pre-paid shipping label and RMA slip will be emailed to you. Please print both documents and securely attach them to the outside of the box. The barcode on the RMA slip must be visible.

If you choose a different shipping method and/or carrier than the one Vesync provided, you are responsible for all shipping, handling, and processing costs on returned Vesync units.

2) Return Packaging

All authorized returns must be in its original packaging and include any accessories included with the item (cords, chargers, manuals, etc.). The product must be completely repackaged with the original packaging. You must also include a copy of the invoice or order confirmation.

On the outside of the package, secure the return label and RMA slip, verify all the contents are included in the return package, and seal the package. Please verify all information on the return label is correct before shipping.

REFUNDS

Refunds on authorized returns will be processed within 30 days of Vesync's receipt of the returned item. Your refund will be credited back to the same payment method used to make the original purchase. Please be sure to keep your copy of the proof of delivery. If Vesync is unable to verify its receipt of the returned item, Vesync will not be liable for any repair, replacement, or refund on the returned unit. Vesync reserves the right to reject return requests in cases of suspected or actual fraud or abuse of this policy.

EXCEPTIONS

Any returned item that has been excessively worn, used, or altered will not be accepted for return. Returned items that show malicious and/or intentional physical damage are not covered under this policy.

CONTACT VESYNC SUPPORT

Help Center

Contact VeSync Customer Support via service@vesync.com