

BIOS Lighting Returns Policy

BIOS Lighting thanks you for purchasing a SKYVIEW™ product. If you are unhappy with your item for any reason, please let us know. Our Return Policy (the “Policy”) gives you an opportunity to return the SKYVIEW with a valid receipt for a refund. If the defined timeframe for the return has passed since your purchase, we unfortunately cannot offer you a refund.

Return Policy

Pursuant to the terms and conditions set forth in this Policy, Biological Innovation & Optimization Systems, LLC (“BIOS”) offers a return policy for its SKYVIEW product (the “Product”) for a period of sixty (60) days (the “Period”) from the original purchaser’s date of purchase.

To be eligible for a full refund, the Product must be returned in a resaleable condition. This means the item must be undamaged and in the same condition as it was received. The item must be in the original packaging and returned with any accompanying accessories.

To attain your full refund, BIOS requires a receipt or other proof of purchase.

Who is eligible?

Only the original purchaser of the Product (the “Purchaser”) is covered under this Policy. This Policy is not transferable to any subsequent owners of the Product.

What is eligible?

This Policy covers the Product during the Period.

How long does this eligibility last?

This Policy lasts for sixty (60) days from the date of the original Purchaser’s purchase of the Product.

What you should do in the event you wish to return the Product

In the event the Purchaser wishes to return the Product that you believe to be covered by this Policy, please contact BIOS through the following methods:

Submit a Return Request on our website.

After preliminarily assessing the Purchaser’s return request, the Purchaser will be provided with a Return Merchandise Authorization (RMA) number and a Product mailing address. The RMA is valid for 10 days from date of issuance and must be affixed to any Product that is returned for refund. Returns will not be accepted without an RMA.

To return the Product for refund, pack the Product in its original branded packaging. Then pack that branded package in the original brown shipping box or other well-protected brown shipping box. ***Do not ship in just the branded package box. It is not rated for shipping.*** The RMA number must be written clearly on the outside of the brown shipping box. BIOS will provide you with a UPS shipping label via email.

What BIOS will do?

Once the Product is received and inspected, BIOS will send the Purchaser an email with a notification that the Product has been received. BIOS will also notify the Purchaser of the approval or rejection of the refund.

If approved, then the refund will be processed, and a credit will automatically be applied to the Purchaser's credit card or original method of payment, within fourteen (14) calendar days.

Please note that a standard shipping charge will apply for the return of your SKYVIEW product. This charge will be deducted from your refund total.

SKYVIEW 2: \$25

SKYVIEW 2 Pro: \$35

What BIOS will not do under this Return Policy?

If this product is returned to BIOS for a refund of the Product, the Product must be insured during shipment, with the insurance and shipping charges prepaid by Purchaser. If the Product is returned uninsured, The Purchaser assumes all risks of loss or damage during shipment.

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SKYVIEW One-Year Limited Warranty Summary

SKYVIEW warrants the included hardware product and accessories against defects in materials and workmanship for one year from the date of original retail purchase. SKYVIEW does not warrant against normal wear and tear, nor damage caused by accident or abuse. To obtain service, visit the SKYVIEW website—available service options are dependent on the country in which service is requested and may be restricted to the original country of sale. Call charges and international shipping charges may apply, depending on the location. If you submit a valid claim under this warranty, SKYVIEW will either repair, replace, or refund your hardware device at its own discretion. Warranty benefits are in addition to rights provided under local consumer laws. You may be required to furnish proof of purchase details when making a claim under this warranty.

For Australian consumers: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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