



Returns

30-Day Money-Back Guarantee for Any Reason

Undamaged products may be returned for a full refund for any reason within 30 days of the date of purchase. Once the returned item arrives back in Anker's warehouse for inspection, the refund process will begin.

- Returns must include all accessories
- Items must include original packaging
- For non-quality related warranty claims, *buyer is responsible for shipping costs*
- For non-quality related warranty claims, Anker refunds the cost of the product itself

Returns may be rejected if items do not meet the above requirements.

REQUIRED INFORMATION

To process your return, please provide the following information:

- Order number (from your order confirmation email)
- Invoice or screenshot of the order confirmation
- Reason for the return

Once the return is approved, please share the courier name and tracking number for the return shipment. This allows us to process your refund as quickly as possible.

How do I return an item?

1. Please reach out to Anker customer support to initiate a return. Please state the reason for return and provide an invoice or screenshot to confirm the order number.
2. Anker support will share the corresponding return address with you within 24 working hours once the item has been received at the warehouse.
3. For the refund to be processed in a timely manner, please be sure to send a return notification to Anker with the following information:
 - Name of the courier
 - Tracking number

4. The refund will be credited back to the original payment method used for the purchase.

How long does it take to get a refund?

Refunds will be issued once the item arrives at our warehouse. The refund will be credited back using the same method as when your initial order was made. Processing time typically takes 3-5 working days.

Contact Us

Whatever you need, we're here to help.
Just get in touch, and we'll try our best to respond within 24 hours.

Phone: 800-988-7973

Email: support@anker.com

Hours: Mon-Fri 6 AM - 5 PM PT