



SHIPPING & RETURNS POLICY

SHIPPING RATES

For orders sent to the contiguous United States shipping is included.

For orders being sent areas outside of the contiguous U.S. (Alaska & Hawaii), there will be an additional shipping charge shown at checkout.

SHIPPING TIME

All CUCKOO Electronics America items ship within 1-3 Business Days from the date of purchase.

EASY 90-DAY RETURNS

Having second thoughts? No worries—we're here to help! If you're not completely satisfied with your purchase, you can return your eligible items by mail within 90 days of the original ship date.

RETURNS

- Items must be returned within 90 days from the date of delivery
- Items must be returned in their original packaging with all accessories
- Eligible returns will be credited to your original form of tender
- To initiate a return, [visit this page](#) and fill out the form accordingly
- Once we receive your return request, we will provide a prepaid shipping label to send your unit back to us

REFUNDS

- All returns will be refunded to your original form of payment.

PRICE ADJUSTMENTS

- We do not make price adjustments on previous purchases. Savings are based on estimated comparison prices, which may be from the same or similar items from prior seasons. We strive to give you the best value.

REFUND PROCESSING TIME

- Mail-in returns with a prepaid return label will be refunded back to the original form of payment within 3-5 business days after we receive your return. Please allow 7-10 business days for your return to arrive at our Returns Center.

Note: It may take a few days until your bank posts the refund to your account.

WARRANTY CLAIMS

- All CUCKOO products come with a 1-year limited manufacturer's warranty. **This limited warranty excludes all parts and accessories that are included with your product.**
- If your product becomes damaged, does not operate properly, or if you believe it is defective, you may file a warranty claim by **filling out this form** within one year of the initial purchase date. If your warranty claim is approved, CUCKOO will pay for all shipping and repair/replacement costs incurred.
- If your product becomes damaged or does not operate properly after the 1-year warranty period has expired, you may still file a warranty a claim. However, the customer will be held responsible for all shipping and repair costs incurred.