



Payment & Returns

No Cost 60 Day Returns

Purchase a product from our website and give it a try. If you are not satisfied, you may return it within 60 days of delivery.

Please [Contact Us](#) for any returns.

Payment Options



What forms of payment does Lorex accept?

Credit Cards

Lorex accepts payment by Visa®, MasterCard®, American Express® or Discover® credit cards, along with other payment options, such as Apple Pay, Google Pay, Diner's Club International, Meta Pay. You represent and warrant that (i) the credit card information you supply to us is true, correct, and complete, (ii) you are duly authorized to use such credit card for the purchase, (iii) charges incurred by you will be honoured by your credit card company, and (iv) you will pay charges incurred by you at the posted prices, including all applicable taxes. Lorex does not accept bank money orders, postal money orders, personal or business cheques. For more detailed information regarding alternate payment methods, please contact us.

Credit Card Statements

When you purchase from our site your credit card statement will show the charge as coming from **SP COSTCO.LOREX.COM**.

Additional Information

If there is no issue with your order, we will ship it as soon as reasonably possible and in any event within 60 days after the day on which we confirm your order or we will contact you with an estimated delivery date. We may need certain information from you so that we can provide the products to you, for example, billing verification or shipping address verification. We will contact you to ask for this information. If you do not give us this information within a reasonable time of us asking for it, or if you give us incomplete or incorrect information, we may cancel the order and issue a full refund. Lorex

will not be responsible for supplying the products late or not supplying any part of them if this is caused by you not giving us the information we need within a reasonable time of us asking for it.

Fraud Prevention

Lorex closely monitors all online credit card transactions. If an order is suspected to be fraudulent, it will be cancelled and refunded automatically. If your credit card was used without your authorization, please contact us immediately and notify your financial institution.

Providing the Products

During the order process we will let you know when we will provide the products to you. If the delivery of the products is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimize the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any products you have paid for but not received. Our products will be your responsibility from the time we deliver the product to the address you gave us.

Does Lorex charge restocking fees?

For purchases made from the Lorex site, we don't charge the restocking fee on orders that have been returned within 60 days from the date of delivery. Some product categories have shorter return periods (see the table below). Some discount or clearance products may have shorter return period. Please see a specific product page for details. All orders for Factory Certified products are final sales.

We may also reduce your refund of price (excluding shipping fees) to reflect any reduction in the value of the goods, if this has been caused by your handling them in a way which would not be permitted by our policies or our retailers. If we refund you the price paid before we are able to inspect the goods and later discover you have handled them in an unacceptable way, you must pay us an appropriate amount.

The customer will incur the return shipping fees after 60 days.

How to return a product to Lorex?

Your Lorex purchase comes with a 60-day, no-hassle return policy - please [contact our customer support](#) for returns.

Damaged and defective products

All defective products will be repaired or replaced with the equivalent or better product than was originally purchased.