

Pulsar Return Policy



RETURNS POLICY

Last updated June 19, 2024

Thank you for your purchase from Pulsar Solutions Inc. and its affiliates ("Pulsar"). We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, subject to this Returns Policy, you may return it to us for a refund or store credit. Please see below for more information on our Returns Policy.

RETURNS

All returns must be postmarked within fifteen (15) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

RETURNS PROCESS

To return an item, please email Pulsar Customer Care at support@pulsarbeyond.com to commence the Return Merchandise Authorization (RMA) process. After receiving an RMA number, place the item securely in its original packaging, proof of purchase, and RMA form, then mail your return to the following address:

Pulsar Solutions Inc.
ATTN: Returns
RMA <xxxxxx>
2 Oakwood Blvd.
Suite 200
Hollywood, FL 33020
United States of America

In the address above, please include your actual RMA number in the position indicated by <xxxxxx>.

Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return. Please allow at least seven (7) days from our receipt of your item to process your return. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

EXCEPTIONS

The following items cannot be returned:

- Electronics including but not limited to routers, satellite terminals, satellite handsets, satellite electronic accessories, and Wi-Fi and Cellular devices with opened original packaging.

For defective or damaged products, please consult the manufacturer's warranty or contact us at the contact details below with your questions.

Please Note

- A 25% restocking fee will be charged for all returns.
- All sale items are FINAL SALE and cannot be returned.

QUESTIONS

If you have any questions concerning our Returns Policy, please contact us at:

Phone: +1-954-763-8650

Email: support@pulsarbeyond.com