

Return and Refund Policy

Introduction

Welcome to Metablox Labs' Return and Refund Policy. We value your satisfaction, and our goal is to ensure a smooth and transparent process should you decide to return or seek a refund for our products. Please take a few moments to review our policy. For any further inquiries, feel free to contact our customer support team.

1. Metablox Miner Products

1.1 Eligibility for Return

- Customers may return Metablox Miner Products within 14 business days from the date of delivery.
- To be eligible for a return, the product must be in its original packaging and must not have been registered.

1.2 Return Process

- Please initiate your return by contacting our customer support within the return window. You will receive further instructions on how to proceed with the return.
- It is the customer's responsibility to ensure that the product is shipped back to us securely.

1.3 Refund Process

- Once we receive and inspect the returned product, a refund will be issued within 14 business days if the return conditions are met.
- Refunds will be processed to the original payment method used during the purchase.

1.4 Non-Refundable Items

- Any product that is returned in a non-original condition or has been registered will not be eligible for a refund.

2. Roam eSIM Products

2.1 Eligibility for Refund

- Digital eSIM products are eligible for a full refund provided they have not been activated, and the request is made within 14 days of purchase.

2.2 Refund Process

- To request a refund for an eSIM product, please contact our customer service team with your purchase details.
- Once verified that the eSIM has not been activated, we will process the refund to your original payment method within a standard processing period.

2.3 Non-Refundable Situations

- Refunds are not applicable for eSIM products that have been activated or if the request exceeds the 14-day purchase window.

3. General Conditions

3.1 Defective Products

- In the event that you receive a defective product, please contact our customer support immediately for an evaluation and instructions on proceeding with a return or exchange.

3.2 Shipping Costs

- Please note that shipping costs for returning the product will be the responsibility of the customer unless the return is due to a defect or error on our part.

3.3 Amendments

- This policy may be amended from time to time. Please ensure you review our policy periodically for any changes.

Contact Information

For any questions related to returns or refunds, please contact our Customer Support at support@metablox.io. Our team is available 7 days a week.

Thank you for shopping with Metablox Labs. We appreciate your business and are here to assist you with any concerns.