

Next Generation Warranty Information:

Skywalker will assist with NextGen warranty claims within 30 days of purchase by our customer. Beyond 30 days the defect and subsequent RMA process must be handled directly with the vendor. See warranty and contact info below.

Warranty Policy

LIMITED WARRANTY: Next Generation Home Products, LLC (NGHP) warrants this product against defects in workmanship for one year from the date of purchase. During this warranty period, this product will be repaired or replaced, at NGHP's option, without charge. Please read your instructions thoroughly and use this product only as directed. This warranty does not cover any damage due to commercial use, accidents, misuse, abuse or negligence. This warranty is valid only in the United States of America. Repair or replacement as provided under this warranty is the exclusive remedy of the consumer. NGHP shall not be liable for any incidental or consequential damages for breach of any expressed or implied warranty of this product, except to the extent prohibited by applicable law. Any implied warranty of merchantability or fitness for a particular purpose on the product is limited to the duration of this warranty.

Contact Information:

Next Generation Home Products
9942 State Road 52,
Hudson, FL 34669
Support Phone Number: 888.349.8286
Email: customercare@nextgen.us

Process for obtaining RMA

- Customers must send all returns request by email to customercare@nextgen.us or by calling 1.888.349.8286.
- Once we receive your request, we will provide you with a (RAN) Return Authorization Number and a free Shipping Label.
- Download and fill out our **Product Returns Form** and include it with your return shipment.

Go to: <https://www.nextgen.us/v/vspfiles/templates/254/pdf/nextgen-product-returns-form.pdf> to retrieve the form.

- Please remove/cover all previous shipping labels from your original package and place your return shipping label on the box. Clearly write your (RAN) and original Order ID on the package.
- We'll inspect your returned item(s) within 5 business days of receipt and your refund will be applied automatically (unless we contact you first) to the original payment method.
- Refunds may take 3-14 business days to reflect on your account depending on your credit card company.
- In order to honor a return, we only ask that you send back your merchandise in the original packaging and in the same condition that you received it. How you received your merchandise is how we would like it back

