

Policies and Procedures For Refunds, Repairs and Exchanges

Virtual Console reserves the right to modify these policies and procedures at its discretion, or against any customer it believes is abusing them. Any such revision or change will be binding and effective immediately after posting of the revised policy or procedure on Virtual Console 's Web sites. It is your obligation to review our policies and procedures for any such revisions.

Downloadable non-tangible products

Products purchased that are downloadable are NOT refundable, but may be exchanged within 30 days from the date of purchase. The product can only be exchanged for another downloadable software product sold by Virtual Console of the same value or less. You can request for exchange via sales@vconsole.com

All exchanges are subject for the approval by our support staff.

Tangible Products

Refund Policy

Virtual Console offers 14-day, money back, guarantee on all tangible products purchased directly from the company. The guarantee is in effect from the date of purchase. Use RMA Procedure, where applicable, to return the product to the company. Your refund will be issued within 3 (three) business days after your return arrives at company's office. Refund is issued the same way the purchase was made.

It is your responsibility to return a product, including everything in the package, to Virtual Console, and to pay for the shipping costs. International customers are also responsible for any customs and/or brokerage fees.

Exchange Policy

Under our 1-year Warranty Policy, you can exchange a defective item for a new one. Refer to our Warranty Policy to determine if you qualify for the exchange. Your claim must be made within 30 days after the date of purchase. Follow the RMA procedure to receive your exchange.

Your replacement product will be sent during 3 business days after your return arrives at company's office.

It is your responsibility to return a defective product including everything in the package to Virtual Console, and to pay for the shipping costs each return incurs. Virtual Console will replace the defective product and ship it to you at its expense. International customers are responsible for any customs and/or brokerage fees.

Repair Policy

In case if you discover any defects or problems with the product purchased directly from our company after 30 days of the date of purchase, under our 1-year Warranty Policy, you can use RMA Procedure to seek support and repair. If two repair attempts were made and the product is still defective, you are entitled to receive a new replacement. Repairs might take up to 30 days depending on the seriousness of the problem.

It is your responsibility to return a defective product, including everything in the package, to Virtual Console, and to pay for the shipping costs each return incurs. Virtual Console will replace the defective parts or products and ship it to you at its expense. International customers are responsible for any customs and/or brokerage fees.

RMA Procedure

1. Use support page in order to obtain your RMA number. State, in details, the problems you are experiencing with your product.
2. Our support staff will contact you via email or phone in order to assess the problem and issue RMA (Return Merchandize Authorization) number, if needed. If the problem cannot be resolved remotely, you will be asked to return the product with RMA clearly marked on the package. Note: Products and related materials must be in good condition and not misused. Items without RMA number will be returned to the sender.

Return Shipping address:

Attn: RMA# (insert your RMA# here)
Virtual Console
2525 Sunstone Lane
Pearland, TX 77584

3. Securely package the product. If the original packaging is not used for shipping, any damage will be the responsibility of the customer .