



Sales & Refunds

We want you to be thrilled with your new purchase. However, if you need to return an item, we're here to help.

Returns & Refunds Policy

Return Policy

If you are dissatisfied with a purchase for any reason, you may return your merchandise to NewBit within 30 days of the purchase date (after receiving an RMA), subject to the conditions and exclusions below:

- All returned merchandise must be in the same condition as sold, with all included accessories. If condition differs, we reserve the right to refuse the return or to charge a restocking fee of 5%.
- We are not responsible for personal data or items left in returned merchandise.
- We are not responsible for any consequential or incidental damage resulting from the sale or use of any merchandise bought from us. We are responsible for the monetary value of the merchandise only.
- We reserve the right to refuse the return if NB Tracking Points with the merchandise has been redeemed and no longer with you.
- Claims for damaged or missing items must be received within two business days of receipt of merchandise.

Refunds & Track-points Return

You have the option of exchanging an item or receiving a refund (5% restocking fee will apply) within the allowed return period. If you request a refund, you have to return the same amount of NB Tracking Points to us in RMA addressed. In most cases, we will issue your refund to the same payment method used for the original purchase. If payment was made by check, the refund check will be issued no sooner than 10 business days after the date of purchase.

How to return or exchange a used item:



1. Mail our customer service department at service@newbit.global to obtain an RMA (Return Merchandise Authorization) number.
2. Place the original package into a shipping carton. Include the invoice and the reason for return. If defective, a restocking fee will apply.
3. Secure your return label to the package or clearly write the RMA number on the outer box. Ship via insured ground service with a tracking number. (Return shipping charges are the customer's responsibility, and we are not responsible for lost or damaged packages.)

