

Vetco Raspberry Pi Warranty Policy

P1: Due to an unspecified volume of returns on Raspberry Pi units with non-factory defect damage, Vetco has issued the following warranty and return policy on all versions of the Raspberry Pi and the Raspberry Pi Touchscreen units (all sizes).

P2: Please note:

As of 11-27-2018, Vetco Electronics uses trained technicians to open EVERY new Raspberry Pi and new Pi Screen and fully test them when they arrive at our store from the factory. Full functionality is tested, as well as all of the ports and a general inspection of the component solder points. This test allows us to completely and entirely rule out factory defects or any shipment damage. **We GUARANTEE** that the Pi we put into the box and seal up with “Warranty Void” label(s) is 100% genuine, 100% brand new, 100% functional and tested. This means that if the “Warranty Void” label(s) is/are cut/torn or damaged, then Vetco will not cover or replace any damaged Raspberry Pi units or Screens of any type, as they were “after the fact” damage caused by third parties (the user or end user). We are more than happy to test your unit in store, but we will not replace or repair anything.

P3: Vetco offers a general 30 days, with receipt return policy on all unopened products, not including any opened cable or any tools. You **MUST** have receipt or the return will be denied. We can not provide historical receipts. We don’t keep a database that lets retroactively look those up. You can ask us at time of purchase for extra receipt copies or gift receipts.

P4: This policy still applies to the Raspberry Pi units and Pi related Screens, **ONLY** if the “Warranty Void” label(s) are completely intact and not tampered with in any way. It also needs to be clear that the box wasn’t cut/opened/torn in a way to allow circumvention of the “Warranty Void” label(s).

P5: Because of this, Vetco is now adding a **NO RETURNS** policy to all Raspberry Pi units and their Screens of any size/type. The only returns that are exempt are the ones listed in P4.

P6: Some helpful notes on Raspberry Pi and LCD Screen Unit that should help prevent damage to your unit(s):

P6-2: The most common user damage on Raspberry Pi Units are (but are not limited to): The Micro USB port getting broken off the board, the SD Card slot getting broken off the board, the voltage controller getting fried, the voltage controller getting bypassed and frying the unit, GPIO being over volted/over amped and frying channels or the entire unit. LCDs common damage are: Ribbon cable taring, connectors being bent or broken, hooked up wrong, USB connector being broken off the board, over voltage, wrong polarity, broken glass, scratched glass, etc. **Incorrectly programmed SD cards** are a VERY common issue that may cause your Pi to seem to “not work”. For a fee, Vetco will write the Pi OS to a SD card purchased from us. This takes about 12 minutes.

P7: You can read more about our return policy here: “<https://vetco.net/shipping-and-returns#returns>” but please note, nothing in the web posted policy superceeds this documents policy on Pi’s and Screens. Vetco reserves the right to waive this policy at their discretion and or change this information or policy without notice.