Warranty / Returns Policy

30 Day Warranty on all Axelo Branded Products

Every Axelo branded accessory purchased from Axeloinc.com comes with a 30 day warranty. Axelo will replace any defective component(s) within 30 days of the purchase date via Axelo Inc.'s warranty exchange process. This warranty is only available for the following products: Axelo BAT.

Exchange Policy

Axeloinc.com store purchases can be exchanged within 30 days of the purchase date. The customer is responsible for the shipping cost of that item to the warehouse. Items that have been opened or used can not be exchanged for a different product. There is a 15% restocking fee for all items sent in for exchange.

To be able to exchange your purchase for a different item, please fill out our Support Form to arrange this.

Please Note: This exchange process is only for items that were ordered in error or, for example, in the wrong size in the case of apparel. If you are in need of an exchange relating to Warranty, please contact Axelo Customer Support at: (512) 275-6546

For online email support, please visit the following link: http://www.axeloinc.com/support

If no troubleshooting steps seem to help, please click on the appropriate link below:

For Axelo BAT please click here.

Return Policy

Axelo guarantees the quality of every product we offer on arrival. If you receive damaged product and it is reported within 14 days of delivery we will ship you a brand new item as soon as possible. Please note: In the case of an item that may have gone out of stock and is no longer in production, we will issue a refund for the purchase after the item has been received by our warehouse.
We offer a refund on returned products ordered from the Axeloinc.com store within 30 days of the date of purchase.
We cannot accept returns of certain items, including:

- Any item that is returned more than 30 days after delivery.
- Any item that is not in its original condition, is damaged, or is missing parts (unless it was damaged before it was received).