

How to Make a Return

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- This [webpage](#) covers all information regarding returns. **You have 30 days after receipt of the package to request a refund.** You do so through [support](#).
- **I want to buy a product for HMD X, but plan on upgrading soon to HMD Y, can I send it back to swap out products when HMD Y arrives?** We do not offer any sort of trade in, or swap out service. We do have a standard warranty and refund policy, but it cannot be used to facilitate such requests. All of our products are very easily upgradeable, to use with any HMD. You buy our product, such as the MagTube, only once, and you can use it forever. Then, if you upgrade to or have multiple HMDs, you can buy controller mounts to use them with your product. Just select the appropriate mount (typically you want a pair of magnetic) for your respective HMD upgrade on [this](#) product page. **Please be aware that some ProStrap models can be used again on new controller mounts after buying a new top or bottom attachment piece from [here](#).** Again, pay attention, read everything, and ensure you are buying for the right HMD etc.

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