

Returns Policy

30 days exchange for defective units

- Please call for a RA before sending the unit
- Products must be received back in original packing with all accessories.
- Must be "like new" condition (no damage).
- Blue Star will send a UPS call tag to return defective unit.
- Advanced replacement may be available.
- Some vendors require tech support calls before you return a defective unit.

90 day returns

- Any current "unopened" unit may be return for credit.
- Please call for RA before sending the unit.
- Dealer will be responsible for the cost of returning the unit.
- Video products will be credited at Blue Star's current selling price.

Open box units

- Open box may be returned, ask a sale representative.
- Restocking fee of 15%.

Units damaged during shipment

- Inspect the shipment as soon as it arrives.
- If there is any damage, refuse it.
- If the damage was noticed after the carrier left, call your sales representative ASAP.

Special orders or non stock units do not qualify