



Defective Product Policy

Defective Physical Products

- If you receive a defective physical product, please contact support@nlsimpsonllc.com within 7 days of delivery
- Include your order number, photos of the defect, and a brief description of the issue
- Defective items may be eligible for replacement, repair, or full refund at our discretion
- N L SIMPSON LLC will cover all shipping costs associated with returning and replacing defective items

Quality Standards

- Our iPhone cases and merchandise undergo quality control checks before shipping
- Minor variations in color, texture, or finish are not considered defects
- All products meet applicable safety certifications and standards
- MagSafe cases are tested for magnetic alignment and functionality

Defective Digital Products

- If you encounter technical issues with digital products (corrupted files, download errors), contact us within 7 days of purchase
- Our team will provide replacement files or technical support to resolve the issue
- Screenshots or error messages help us diagnose and resolve digital product issues faster



Warranty Coverage

- Physical products are covered by a 90-day limited warranty against manufacturing defects
- Normal wear and tear, accidental damage, or improper use are not covered under warranty
- Warranty claims require proof of purchase and may require return of the defective item for inspection

Replacement Process

1. Contact customer support with evidence of the defect
2. Receive a Return Authorization Number (RAN) for defective items
3. Return the defective item using the prepaid shipping label provided (if required)
4. Once the defect is confirmed, a replacement will be shipped or refund processed
5. Replacements are typically processed within 1-2 business days after defect confirmation

Customer Satisfaction

- Our goal is your complete satisfaction with every purchase
- We stand behind the quality of our products and will work to resolve any legitimate quality issues promptly and fairly