

Return Policy

We want you to be completely satisfied with your ZTPass purchase. If something isn't right, we're here to help.

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Return Window

You may request a return within **15 days** of your delivery date. After 15 days, we are unable to accept returns or issue refunds for standard purchases.

Return Policy

To qualify for a return, your item must meet the following conditions:

- **Unopened / unused:** The product is in its original, sealed packaging.
- **Defective or damaged:** The product arrived defective, damaged in transit, or is not functioning as described.
- **Incorrect item:** You received a product different from what you ordered.

Please note: ZTPass smart cards and security keys that have been **personalized, provisioned, or enrolled** with credentials are **non-returnable**, as they contain customer-specific cryptographic configurations that cannot be reversed.

Non-Refundable Items

The following are not eligible for return:

- Products that have been personalized, programmed, or provisioned
- Products with visible physical damage caused by the customer
- Products purchased more than 15 days ago
- Digital products, software licenses, or subscription services

How to Initiate a Return

- **Email us** at Connect@ZTPass.com with the subject line: *Return Request – Order #[Your Order Number]*
- Include: your full name, order number, the item(s) you're returning, reason for return, and photos of the item and packaging (required for damaged or defective claims).
- Our support team will respond within **2 business days** with return instructions and a Return Authorization number.
- **Do not ship the item back without a Return Authorization.** Unauthorized returns may not be processed.

Refunds

Once your return is received and inspected:

- You will receive an email confirming receipt and approval or rejection of your return.
- If approved, your refund will be processed to your original payment method within 5–10 business days.
- Original shipping charges are non-refundable unless the return is due to our error.

Exchanges

If you received a defective or incorrect product, we will ship a replacement at no additional cost once the return is approved. Please indicate in your return request if you prefer an exchange over a refund.

Warranty Claims

ZTPass products come with a **90 days limited hardware warranty** against manufacturing defects. Warranty claims beyond the 15-day return window should be submitted to Connect@ZTPass.com with a description of the issue and proof of purchase.

Contact us

email

Connect@ZTPass.com

website

ztpass.com/pages/contact

**Support
Hours**

7 days a week
