

microPod Warranty Replacement

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Starting Q2 2015, the microPod will have a standard 1-year warranty from the date shipped. If your microPod is out of warranty, it cannot be repaired or replaced.

As of Q2 2015, the process to replace your microPod under the standard warranty will be:

1. Contact the wiTECH Premium Support Help Desk for technical troubleshooting.
2. If it is determined to be a hardware issue, follow instructions on the "[microPod Warranty Return Form.](#)" Customer is responsible for shipping charges. **The return must be shipped with a valid traceable tracking number.**
3. The day the Repair Depot receives the returned device, they will ship the replacement by the next business day via UPS Ground.



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NOTE: Physical damage is not covered under the warranty process. Please verify the microPod is not damaged before contacting the wiTECH Help Desk. If it is determined the microPod was sent in for replacement and is out of warranty, or has physical damage (including loose internal components, broken USB connectors, broken J1962 connectors, housings that have been opened or drilled into, damage from liquids, etc.), a charge of \$300.00 USD will be applied to your Dealer Parts Account for the replacement device.

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