

# Refund and Warranty FAQs

## Page Contents

- [Page Contents](#)
- [Jump to...](#)
- [Refund Eligibility](#)
- [Refund Requests](#)
- [Dead Battery](#)
- [Warranty for OTP Hardware Tokens](#)

## Jump to...

- [OTP Overview](#)
- [OTP Get Started](#)
- [Phone OTP](#)
- [OTP Hardware Token](#)
- [Mobile ID](#)
- [Identity Proofing](#)
- [Prepare for Video Proofing](#)
- [OTP Self-Help](#)
- [Managed Access Gateway \(MAG\)](#)

# Refund and Warranty FAQs

e

## Refund Eligibility

When are the OTP products eligible for refund?

**Exostar Mobile ID:** Refund requests for Exostar Mobile ID subscriptions that have NOT been activated must be received within 30 days from the purchase date. Requests for refunds received later than 30 days from the purchase date, or for licenses which have been used, are NOT accepted.

**OTP Hardware Tokens:** Refunds for the purchase price of the token (excludes shipping) can be issued for OTP Hardware tokens for a period of 15 days from the date of purchase for tokens that have NOT been activated.

**Phone OTP:** Refund requests for Phone-Based OTP subscriptions that have NOT been activated must be received within 30 days from the purchase date. Requests for refunds received later than 30 days from the purchase date, or for licenses which have been used, are NOT accepted.

## Refund Requests

How do I request a refund for my OTP credential?

To request a refund, please contact [Exostar Customer Support](#) to open a refund request. If you are requesting a refund for an OTP Hardware Token, Exostar Customer Support provides instructions for returning the token to Exostar.

Upon receipt, Exostar determines whether the OTP token was activated and whether it can be returned to stock. If the OTP Hardware Token has not been activated, and is within the 15-day refund period, a refund is provided for the amount of the purchase price of the token (excluding shipping).

## Dead Battery

The battery died on my OTP Hardware Token. Can a new token be issued?

You must purchase a new token if the token is outside of the 45-day warranty period. Please note the battery should last for a period of three to five years, depending on the frequency of use.

## Warranty for OTP Hardware Tokens

Is there a warranty for OTP Hardware Tokens?

The warranty period for OTP Hardware is 45 days from the date of purchase. If we determine your token failed to conform to the warranty, and you are within 45 days of purchase, we send a replacement token to you at no cost. If Exostar determines your token failed to conform to the warranty, but you are outside of the warranty period, you can purchase a replacement token at the original price.

How useful was this content?

Your Rating:

Results:

12 rates