

AirStart Refund & Cancellation Policy

Effective Date: June 11, 2026

TekStart is committed to your satisfaction with its AirStart solution, which includes Vape Guardian vape detection devices. We stand behind the performance of every product we sell and offer the following refund and cancellation terms.

100-Day Money-Back Guarantee

AirStart customers are protected by a 100 calendar day money-back guarantee. If you are not fully satisfied with the performance of your Vape Guardian detection device, you are eligible for a full refund of the purchase price, provided that written notification is submitted no later than 100 calendar days from the date of purchase.

How to Request a Refund

To initiate a refund request, please contact TekStart in writing at:

Email: info@tekstart.com

Subject Line: AirStart Refund Request – [Your Order Number]

Your written notification must include:

- Your full name and organization name
- The order number or proof of purchase
- The date of purchase
- A brief description of the performance issue or reason for the refund request

Refund Eligibility

To be eligible for a refund under this policy:

- Written notification must be received by TekStart no later than 100 calendar days from the original date of purchase.
- The request must be submitted to info@tekstart.com as described above.
- The device(s) must not have been damaged through misuse, unauthorized modification, or installation conditions outside those specified in the Vape Guardian product documentation.

Refund Processing

Upon receipt and review of your refund request, TekStart will acknowledge your submission within 3 business days. Approved refunds will be processed within 10 business days of approval. Refunds will be issued via the original payment method used at the time of purchase, unless otherwise agreed in writing.

Cancellation of Orders

Orders that have not yet shipped may be cancelled without penalty by contacting info@tekstart.com. Once an order has shipped, the 100-day money-back guarantee applies as described above. TekStart will make reasonable efforts to accommodate cancellation requests submitted promptly after purchase.

Questions

If you have questions about this Policy, please contact us at:

TekStart

Email: info@tekstart.com

Website: <https://www.tekstart.com/contact>

We are committed to resolving any concerns promptly and professionally.