

Digital Watchdog Return Policy

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Returns

Items can be returned for credit within 90 days of purchase with a copy of the original invoice or purchase order. A restocking fee of 20% charge will be assessed on all returned items. There will be additional charges incurred if the unit has been damaged or is returned without all accessories. This includes damage due to improper packaging for return shipment. No credit will be given on items deemed not eligible for return. No items will be eligible for credit after 90 days.

Warranty Repairs

Items are eligible to be repaired under warranty if the unit is purchased within 2-5 years of the return date. Please refer to your specific unit's warranty card for the term of that particular unit's warranty. Proof of purchase including serial number is required to be considered for warranty repair. No credit is given as the units will be repaired or replaced if we are unable to repair it. We will pay for freight to the customer by way of ground shipping. If any other freight is requested it will be done at the customer's expense. We do not issue credits for freight from the customer to us. If there is damage to the unit due to improper packing in returning the unit to us the customer will be responsible for the damages.

Non-Warranty Repairs

Items that are in need of repair and their warranty period has expired are eligible for non-warranty repair. There will be a flat labor rate plus parts assessed to all non-warranty repairs. Customer will be responsible for a minimum of the estimate fee of \$95.00 per unit. We do not pay freight to or from the customer for non-warranty repairs. If there is damage to the unit due to improper packing in returning the unit to us the customer will be responsible for the damages.

Defective Unit Replacements

If unit is deemed defective by our Technical Support Specialists within 90 days of purchase the unit can be replaced with an advance replacement. We will send advance replacement to customer before receiving unit if we have a purchase order from our customer (the distributor). Our distributor can choose to do an over-the-counter swap if they have the inventory on hand to do so. Return of the damaged unit has to be received by us within 15 days of the receipt of the new unit. If the distributor chooses to swap out a unit that was purchased outside of our 90 day return policy we will not issue credit on the defective unit but process the unit as a warranty or non-warranty repair. Once the unit is received we will issue credit to our distributor for the unit. We will pay for freight to the customer by way of ground shipping. If any other freight is requested it will be done at the customer's expense. We do not issue credits for freight from the customer to us. If there is damage to the unit due to improper packing in returning the unit to us the customer will be responsible for the damages.

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