



radefy

Warranty and Returns Information

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RETURNS POLICY

Unless otherwise noted in the product description, customers may return any RADEFY® product within 30 days of the date of purchase, provided (a) they submit the purchase invoice, (b) the product has not been installed, and (c) they have requested from RADEFY® and have received a receipt of a Return Goods Authorization Number (RGA#) provided the RGA# request is within 30 days of the date of purchase by the end-user customer. Items returned without first obtaining an RGA number may be subject to an additional fee depending on item condition or even refusal. For customer credit, returns must be packaged properly for shipping and must arrive at RADEFY® in the original product packaging with all parts included, not damaged in any way. Items that have been installed, modified or damaged by customer or during shipment due to improper packaging may only be returned at RADEFY's® discretion and only in the event of extenuating circumstances. In these cases, a minimum restocking fee of 40% will be applied. All non-damaged returns are subject to a 15% restocking fee. Any returns that are received without the original keys will not be accepted and will be returned to the customer at the cost of the customer. A 15% restocking fee may also be applied on all exchanges determined by RADEFY®.

All shipping expenses, including purchases and returns, will be customer's responsibility unless otherwise stated.

WARRANTY RETURNS

All warranty returns must be approved prior to returning to RADEFY®. In the event that any component of a RADEFY® product is not free from material defects or is found missing within a period of 1 year from purchase, RADEFY® will repair or replace the lock or lock parts at its sole discretion, at no charge to the original end-user consumer. RADEFY® will not cover shipping expenses.

RADEFY® shall in no event be liable for incidental or consequential damages, including, without limitation, (a) electricity or fuel costs, (b) labor costs associated

with repairing, removing, installing or servicing the product or **(c)** any other damages resulting from any defect in or malfunction of the product. RADEFY's® sole responsibility shall be to replace or repair products within the terms stated herein. Warranty shipping expenses for any items shipped are the sole responsibility of the customer.

DAMAGED PRODUCTS

Upon receipt of any product, customers must inspect the packaging for any signs of shipping damage. In the event of damage to the packaging, customers must immediately inspect the product for damage and have the delivery person sign on the delivery receipt that the item was damaged in shipping, or should refuse the shipment due to damage. Customers who note damage on the delivery receipt and still accept the product can file a claim with the shipping company for credit at the shipping company's discretion. If products are shipped directly from us, then we will assist in the claims process but cannot guarantee that credit will be issued.

If a product is found to be defective or missing parts, please contact us immediately. We will replace the item or ship out missing parts at no charge to the customer. Credit will not be given and up to a 15% restocking fee will apply if the customer is not willing to accept a replacement or missing parts.

All shipping expenses for replacement items are the sole responsibility of the customer.

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