

# Warranty & Return Information

## RETURNS POLICY

Unless otherwise noted in the product description, customers may return any Resortlock® product within 30 days of the date of purchase if it has not been installed and after receipt of a Return Goods Authorization Number (RGA#) issued by Resortlock®. Customers must request an RGA# for any product they wish to return and Resortlock® will issue an RGA# to the customer 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 Resortlock® 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 Resortlock'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 be 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 Resortlock®.

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 Resortlock®. In the event that any component of a Resortlock® product is not free from material defects or is found missing within a period of 1 year from purchase, Resortlock® will repair or replace the lock or lock parts at its sole discretion, at no charge to the original end-user consumer. Resortlock® will not cover shipping expensed outside of the continental US.

Resortlock® shall in no event be liable for incidental or consequential damages, including, without limitation, (i) electricity or fuel costs, (ii) labor costs associated with repairing, removing, installing or servicing the product or (iii) any other damages resulting from any defect in or malfunction of the product. Resortlock's® sole responsibility shall be to replace or repair products within the terms stated herein.

Warranty shipping expenses for any items shipped beyond the lower 48 continental United States 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 can not 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 and parts shipped beyond the continental United States including International, Alaska and Hawaii shipments are the sole responsibility of the customer.

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Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.