

Returns Policy

We want every customer to be completely satisfied with every item that you purchase from Vericom Global Solutions. If you're not completely satisfied with a product, Vericom will gladly exchange or refund the purchase within **30** days of the sale date, except as noted below. For any exchange or refund, we need the original receipt, and the product must be in its original condition, including the box, Universal Product Code (UPC) bar code, packaging, and all accessories. Any merchandise missing the original UPC bar code can't be returned. Refunds are issued in the original payment type.

The value of missing items (e.g., original box, packaging material, contents, accessories and/or manuals) or damage to a returned product (i.e., any product not in "like new" condition) will be deducted from the credit amount of any return. For exchanges, we will exchange what the customer returns (e.g., box for box, manual for manual, etc.). Individual package components may be exchanged if defective. Any product that is returned without the promotional item(s) included with the original transaction will have the value of the promotional item deducted from the refund amount. Any product that was purchased when a mail-in rebate was available on the purchase is subject to having the amount of the rebate deducted from the refund amount.

Return Guidelines

- Refunds are available only on defective items. No refunds will be offered for any items which are returned for any other reason. For returns of items which are not defective, store credit will be offered subject to the guidelines found herein.
- Restocking fees apply unless the item is defective or damaged, you received the wrong item, or the fee is prohibited by law.
- There is no restocking fee for defective product returned in exchange for the exact same product, or for products originally purchased as Open Box.
- Opened electronic media products that are not defective may not be returned.

Warranty Policy

Most products manufactured and sold by Vericom include a warranty from the manufacturer. Vericom provides a 90-day limited warranty on most products. Some Vericom products include a longer warranty. Ask your Sales Associate for details.

Vericom makes no additional warranties of any kind, express or implied, for any product manufactured by a party other than Vericom that comes with at least a 90-day warranty from the manufacturer.

EXCEPT WHERE PROHIBITED BY LAW, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE SPECIFICALLY DISCLAIMED: (1) FOR ALL "AS-IS" SALES; AND (2) UPON THE LATER TO OCCUR OF: [A] THE EXPIRATION OF ANY APPLICABLE EXPRESS WARRANTIES, OR [B] 90 DAYS FROM THE DATE OF PURCHASE.