

ALARM LOCK SYSTEMS, INC. RETURN POLICY

Alarm Lock Systems Inc. warrants its products to be free from manufacturing defects in material and workmanship. The length of said warranty is 24 months on all products from the date of purchase from an Alarm Lock direct account/distributor.

Any customer with a direct account may do an over-the-counter exchange for any Alarm Lock product failing to operate properly.

In order to return a product to Alarm Lock, please follow this procedure:

1. Call our Customer Service Department at 1 800 252-5625 ext. 64 to obtain a return authorization number.
2. Advise customer that upon receipt of said product, Alarm Lock will inspect that product.
3. If said product is found not to be operating properly because of a factory defect and is within the warranty period, Alarm Lock will at the customer's request, either issue a product replacement or a credit to the customer's account.
4. If said product is found not to be operating properly because, it has been repaired by others, improperly installed, improperly used, abused, altered, defaced in any way, or is out of warranty, the customer will be charged to repair the product.

Any customer, who does not have a direct account, can return their product for inspection if it is not operating properly. Upon inspection, the customer will be contacted and advised of the results of the inspection. If the product is found not to be operating properly because of a manufacturing defect, Alarm Lock can repair or replace the product. If the product is found not to be operating properly because, it has been repaired by others, improperly installed, improperly used, abused, altered, defaced in any way, or is out of warranty, the customer will be charged to repair the product.

If you experience a problem with any Alarm Lock product, you may contact Alarm Lock's Technical Support directly at 1 800 252-5625 ext. 65.