

RUGGED RADIOS

RETURNS & WARRANTY



Shipping Policy

We are not responsible for carrier shipping delays. Although we cannot guarantee same day shipping, under normal non-sale events and outside peak holidays, we are generally able to ship the same day for orders received by 12:00pm PST.

Rugged Radios ships via FedEx, UPS, and USPS freight carriers.

Rugged Radios is not responsible for package on time delivery - freight carriers are beyond our control. For package delivery time estimates, please visit this page for estimated delivery times. Carrier delays due to weather or other circumstances are not the responsibility of Rugged Radios.

We require signature of delivery on all shipments over \$500 with no exceptions. If you cannot be available to sign for delivery, you will need to re-schedule shipment.

If you are in receipt of an item that is defective, the item must be returned to us within 15 days of the buyer's receipt of defective merchandise. We DO NOT issue 'Call Tags'. Once the item has been received and is, in fact, deemed defective by our Returns Department, a new item will be shipped out to you. You will not be charged a reshipment fee.

Warranty

We guarantee our Radios, Intercoms & Headsets to be free from manufacturing defects in material and workmanship under normal use for a period of three (3) years from the date of purchase. Aviation headsets are warrantied for 7 years. All other Rugged Radios branded products carry a one year warranty.

In the event that a defect covered by the warranty occurs during the applicable period stated above, Rugged Radios, at its discretion, will either repair or replace the product; such action on the part of Rugged Radios shall be the full extent of Rugged Radios' liability and the Customer's sole and exclusive reparation.

Rugged Radios shall not be responsible for any defects or damage that in Rugged Radios' view are a result from the mishandling, abuse, misuse, improper storage or improper operation of the device, including use in conjunction with equipment that is electronically or mechanically incompatible with, or of inferior quality to, the product, as well as failure to maintain the environmental conditions specified by the manufacturer.

<https://www.ruggedradios.com/pages/returns-warranty>