

R9 Technology Inc.  
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Dallas, TX, 75252, USA

## SALES AND WARRANTY POLICY



Phone: 972-883-7166

Web: [www.r9tech.com](http://www.r9tech.com)

Email: [requests@r9tech.com](mailto:requests@r9tech.com)

**RETURNS:** We want you to be 100% satisfied with your purchase. Standard orders from stock can always be returned within 15 days of order receipt date for any reason. Return merchandise must be in "like new" condition. Custom, or volume orders (100 pieces or more) cannot be returned without prior agreement with R9 Technology. Return orders will need to be shipped freight prepaid to our facility.

**SHORT OR LOST ORDERS:** Short order claims must be made within 5 days of order receipt. All orders valued over 2500.00 US must ship with applicable insurance. Insurance claims must be filed by the customer with their shipping carrier.

**WARRANTY:** Most equipment provided by R9 Technology is used in conjunction with a paid subscription. Except in the case of negligent damage, R9 Technology will replace equipment under subscription at no charge to the customer, except for return shipping charges to R9 Technology.

For equipment that is purchased outright, your purchase is covered by a product warranty. Warranty coverage begins on the date of shipment receipt from our facility. Products which have been damaged or modified are not covered by warranty.

Product returns for repair must be shipped freight pre-paid to our facility and include an RMA number on the shipping box. Please obtain your RMA number from R9 Technology prior to shipment. R9 Technology will return ship the product freight prepaid within the continental United States. Return shipment costs for packages outside of the continental United States must be paid by the customer.

R9 Technology products are guaranteed to be free of defects in material and workmanship for a period of one year from the date of shipment receipt. If your R9 Technology product stops working during the first year, and is in its original, un-modified state, first contact us at [support@r9tech.com](mailto:support@r9tech.com). If the problem cannot be resolved, you must return the product, including associated power supplies and sensor accessories, postage prepaid to R9 Technology Inc. After repair, all repairs and return ship to the customer will be made within 10 business days of receipt of package. During the warranty period, R9 Technology will, at its option, repair, replace, or refund the purchase price. Products that have been damaged or modified from their original state are not covered by warranty.

**REPAIRS:** R9 Technology products which are under an active subscription plan will be replaced at no cost to the customer, other than initial shipment cost to our facility. R9 Technology will return ship the product freight prepaid within the continental United States. Return shipment costs for packages outside of the continental United States must be paid by the customer.

Other non-functioning products that are current (not EOL or End of Life), and not physically damaged, may be shipped to R9 Technology Inc. for repair service. Repair or replacement is provided at a cost of 50% of the current purchase price, plus return shipping charges. Products which have been physically damaged are generally not considered repairable. EOL (end of life) products cannot be repaired or replaced by R9 Technology Inc.

**SUPPORT:** General, product level support is available via email, or phone during the hours of 1:00PM to 3:00PM CST Monday-Friday. Design level support (phone/email) cannot be provided via this method. Contact R9 Technology via our website ([www.r9technology.com](http://www.r9technology.com)) for information on obtaining design level services and support.