



# Money-Back Guarantee, Warranty and Returns/Replacements

If you have issues or concerns with items you've purchased, please contact our Technical Support Specialists by calling 630-879-6400 or e-mailing Support@TimePilot.com. We often are able to solve problems over the phone quickly and for free! All of our products include 30 days of free support from time of purchase.

TimePilot Corporation has a 30-day money-back guarantee and a one-year warranty against hardware defects on all of its systems purchased directly from TimePilot except TimePilot PC. See below for special rules regarding TimePilot PC.

## Return Policy

**If you purchased your product directly from TimePilot less than 30 days ago:** You may return the system to us for a full refund. See below for the Return Procedure. Note: Special rules apply to TimePilot PC; see below. If there is a problem with your system, please contact our Technical Support Specialists at the telephone number or e-mail address listed above.

**If you purchased your product directly from TimePilot more than 30 days ago:** The product cannot be returned for a refund. If there is a problem with your system, please contact our Technical Support Specialists at the telephone number or e-mail address listed above.

**If you purchased your product from one of our resellers:** Please contact the store where you purchased your item for their return policy. If there is a problem with your system, please contact our Technical Support Specialists at the telephone number or e-mail address listed above.

- **Because TimePilot PC consists of software only**, we will not accept returns on that product. We strongly suggest you take advantage of the 30-day trial download of TimePilot PC that is available on our web site. By doing so you will be able to see if the system meets your needs before purchasing it.
- **Defective items covered under the one-year manufacturer's warranty** will be repaired or replaced. Our manufacturer's warranty is one year after date of purchase. See the "Product Warranty" section below for details.

## Return Procedure

Please request a Return Merchandise Authorization (RMA) number before sending your product back. To do so, please call 630-879-6400 or e-mail Sales@TimePilot.com. Our

returns department is open business days from 9 a.m. to 4:30 p.m. Central time.

- Any product returned to us without prior authorization from TimePilot will be considered an unauthorized return; the customer will not receive credit for the product and TimePilot will not ship the product back to you.
- Mail your product to:

**Returns Department  
TimePilot Corporation  
340 McKee St.  
Batavia, IL 60510**

The RMA number must appear on all packages and paperwork in connection with the return or your shipment may be refused. **Note:** You must ship the product to TimePilot within 5 days of the date that TimePilot issues the Return Merchandise Authorization number.

- Any costs incurred while shipping returns are the purchaser's responsibility.
- TimePilot products must be returned in their original packaging. Unless the product is defective or the return is a direct result of a TimePilot error, a minimum restocking fee of 25% of the purchase price paid, plus any applicable sales tax, will be imposed on any item not returned in the original condition it was received. This includes damaged packaging, manuals, accessories or cable.
- Credit card purchases will be refunded to the original credit card number only. Purchases made with checks will be refunded by check. Please allow 3-4 weeks for processing of all refunds.
- Before you return the product to TimePilot, make sure to back up any data in the device's memory (if applicable) and on any other storage device accessory (USB drive, etc.). TimePilot is not responsible for any confidential, proprietary or personal information; lost or corrupted data; or damaged or lost removable media that may be included with your return.
- Issuance of a Return Merchandise Authorization does not bind TimePilot Corporation to accept the return. Final decision shall be made after TimePilot has inspected the returned product.
- In no event will TimePilot Corporation be liable for any special, incidental, indirect or consequential damages whatsoever arising out of the inability to use the product.

## **Product Warranty**

For one year after you purchase a TimePilot product, we will repair or replace (at our discretion) any malfunctioning hardware. The purchaser pays only the shipping to return the malfunctioning part to us. See below for the Warranty Repairs/Replacement Procedure.

This warranty is void if the product is returned in a damaged state for any reason, including damage that occurs because of failure to follow installation instructions.

## Warranty Repair or Replacement Procedure

- Please request a Warranty Return Merchandise Authorization (WRMA) number before sending your product back. To do so, please call 630-879-6400 or e-mail Sales@TimePilot.com. Our warranty returns department is open business days from 9 a.m. to 4:30 p.m. Central time.
- Any product returned to us without prior authorization from TimePilot will be considered an unauthorized return; the customer will not receive credit for the product and TimePilot will not ship the product back to you.
- Mail your product to:

**Warranty Returns Department**  
**TimePilot Corporation**  
**340 McKee St.**  
**Batavia, IL 60510**

The WRMA number must appear on all packages and paperwork in connection with the return or your shipment may be refused. **Note:** You must ship the product to TimePilot within 5 days of the date that TimePilot issues the Warranty Return Merchandise Authorization number.

- Any costs incurred while shipping returns are the purchaser's responsibility.
- Before you return the product to TimePilot, make sure to back up any data in the device's memory (if applicable) and on any other storage device accessory (USB drive, etc.). TimePilot is not responsible for any confidential, proprietary or personal information; lost or corrupted data; or damaged or lost removable media that may be included with your return.
- TimePilot has an Advance Replacement Program for customers who wish to reduce the amount of time it takes to get their system up and working again. Here's how it works:
  - A. Contact TimePilot's Returns Department at the telephone number listed above. Request a WRMA number and tell the specialist you'd like to take advantage of the Advance Replacement Program.
  - B. The TimePilot specialist will take your credit card information and ship out a replacement part immediately.
  - C. Ship us the defective part. If we receive the defective part within 14 days of the date the WRMA number is issued, we will not charge your credit card. If we have not received the part within 14 days, we will charge your credit card for the cost of the part.

## Terms of Sale

TimePilot Corporation reserves the right to limit quantities on any item sold, and to change the pricing of any item, at any time, without prior notice. As a protection to

our customers, when the shipping address differs from the billing address, there may, in some cases, be a delay in the ship date until we can verify the identities of the cardholder and the buyer.

## **Errors on Our Web Site**

We do our best to ensure that the information on our web site is accurate, thorough and up-to-date. However, there may be instances of inaccurate or incomplete data, including availability and/or price. We make no warranty or guarantee that the information on our web site is current, complete or free from errors. We reserve the right to correct errors and/or update our web site at any time without notice. We reserve the right to refuse or cancel orders containing errors and/or inaccuracies, including those already submitted, whether or not the order has been confirmed and/or your credit card charged. We will issue a full refund to the original pay type if your order is canceled after your payment has been processed.

## **Questions and comments**

If you have questions or comments about any of the policies described above, please contact us at 630-879-6400 or e-mail us at [Sales@TimePilot.com](mailto:Sales@TimePilot.com).