

Sigmax Security, Inc.

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Sigmax Return Policy

We at Sigmax Security pride ourselves on providing the best customer experience by offering quality products and services. If for some reason you are not completely satisfied with your new system, we would like the opportunity to work with you to resolve your issues and ensure that your experience with Sigmax leaves you delighted. In the event that your system does not work as we advertise, you may elect to return the system for a replacement or refund. Here are a few things you should know:

- You may only return the system within 30 days from the date of purchase for refund. A 20% restocking fee will be charged.
- You are responsible for shipping the system back to Sigmax and for the costs associated with that shipment.
- It is important that you return everything on your order, and that it is in its original packaging.
- We will send you a replacement as soon as we accept the returned system.

Steps to Arrange for a System Exchange:

- Call Sigmax at 713-779-8868 to request for an exchange.
- Fill out the Exchange Request form, and fax back to 713-779-8898.
- We will issue a RMA number associated with this exchange.
- Repack system with all of its original packaging, and arrange to have it shipped back to Sigmax (Note: Sigmax recommends that you insure your shipment).
- Please mark the RMA number on the outside of the package and include a copy of the Return Request form with the package. **ALL RETURNED PACKAGES WITHOUT A RMA NUMBER WILL BE REFUSED AND RETURNED TO SENDER.**
- Once your system is accepted, we will send you a replacement within 5 business days.