

Warranty Registration Form

Customer Information:

Date Purchased: _____ Purchase From (company name): _____

Model: _____ Serial Number: _____

First Name: _____ Last Name: _____

Daytime Phone: _____ E-mail: _____

Shipping Address: _____

City: _____ State: _____ Zip Code: _____

Mail Registration Form to:

Uaccess, LLC
Attn: Registration Dept
PO Box 250128
Plano, TX 75025

Warranty and RMA Guidelines

Receiving Your Order

1. Upon receipt of your new merchandise, please inspect carefully as to the contents and condition. All claims for damaged or missing items MUST be reported to UACCESS within five (5) business days upon receipt of merchandise. In the event your package arrives damaged, it is the responsibility of the customer to contact the carrier to inspect the package to assure full refund/replacement. All packaging MUST be retained until the problem has been resolved.
2. Carefully unpack and inspect all merchandise. Please DO NOT damage the manufacturer's packaging. DO NOT throw away any material included with the package until you are absolutely certain the product has not been damaged. We cannot accept merchandise for return with incomplete or damaged or missing collateral material.
3. Maintain your Invoice. Read all instruction manuals BEFORE testing your equipment.
4. UACCESS accepts neither responsibility nor liability for any consequential or incidental damages resulting from the installation or operation of any merchandise purchased from us.

Return/Exchange Policy

NO RETURNS WILL BE ACCEPTED WITHOUT R.M.A# (Return Merchandise Authorization Number)

You can return or exchange, excluding any shipping and handling charge, within a period of thirty (30) days for lock merchandise and fourteen (14) days for accessories, if you are not satisfied with the products. If defective, items may be exchanged for the same model only. Special Order items are not returnable. UACCESS will not accept any returns or exchanges on Batteries, Memory Chips, User Keys or any other consumable products.

UACCESS LLC. Basically does not take ADVANCE SHIP or CROSS SHIP unless otherwise approved by authorization within 1 year of purchase.

Prior to returning any item, YOU MUST call Customer Service for pre-approval RMA number. All merchandise purchased from UACCESS is sold in its original factory packaging with all contents as supplied to us by the manufacturer. Items can be returned only if in original packaging, same new condition as sold with literature/instructions. Place the manufacturer's box into a shipping box. Please do not put any stickers or labels on the original manufacturer's packaging. Please ship the items back to us with freight prepaid. UACCESS do not responsible for lost or damaged packages.

Attach a copy of original invoice with freight pre-paid for Warranty / RMA service.

If any of the above conditions are not met, UACCESS reserves the right to either refuse the return or to charge a restocking fee for not less than 15%.

Warranties

Most items sold by UACCESS are covered by a manufacturer's one-year parts warranty from the purchasing day. (Labor is not included).

Technical Assistance Hotline: 972-492-0752

As part of our continuing commitment to all our customers, UACCESS's technically proficient sales associates can guide you in determining what products best solve your situations. With their combined experience, we're confident that our Tech-Associates have the background and talent to help you narrow your choices to the precise items that best suit your particular requirement.

WARRANTY DOES NOT INCLUDE LABOR, TRAVEL CHARGES, OR ANY OTHER COSTS INCURRED FOR REPAIR, REMOVAL, INSTALLATION, SERVICING, DIAGNOSING OR HANDLING OF EITHER DEFECTIVE PARTS OR REPLACEMENT PARTS