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## Return Policy

### Devices purchased directly from AlarmSecur.com

#### US and Canada Orders

Orders placed through our online store can be canceled for a full refund until the order has been processed for fulfillment. In some cases processing may be immediate. Once your order has been processed, cancelled orders will be subject to our return policy. Returns initiated within the Standard Return Period of 14 days shall be eligible for a full refund minus original shipping. Products have to be returned in their original condition otherwise we will subtract a refurbishing fee from the original price. Refunds shall be processed in 7 - 10 business days after your device is received by AlarmSecur.com. In order to be eligible to receive a refund, you must do the following: In order to be eligible to receive a refund, you must do the following:

- Contact our customer service at [info@AlarmSecur.com](mailto:info@AlarmSecur.com)
- Return a completed RMA form to our customer service team
- Provide our customer service team with proof of purchase
- Return your device to us in its original condition. We strongly recommend that you ship your device in a manner that provides for tracking and delivery verification . We are not responsible for devices that are lost in transit. When returning the product, you are required to properly pack and insure the product and to pay any customs duties. You bear all risks and costs associated with returning the product.

#### **Not eligible for cancellations and returns:**

- Goods that have been used
- Goods exhibiting signs of use
- Goods purchased from us by a company or business.

Compliance with this Section makes you eligible to receive a refund, but does not obligate us to provide one. All refunds are provided at our sole discretion.

#### European Union (EU) and all other countries (except USA and Canada)

We value your business with us highly and respect your full rights as a consumer. To this end, we offer a transparent cancellation policy following current statutes within the European Union (EU) and Germany. You explicitly agreed to these terms twice when placing your order with [www.AlarmSecur.com](http://www.AlarmSecur.com).

Not eligible for cancellations and returns:

- Goods that have been used
- Goods exhibiting signs of use
- Goods purchased from us by a company or business.

Order cancellations may be made within 14 days from the date on which you, or a third party who did not place the order and has been named by you, received the goods. To exercise your right of cancellation, you must inform us with a clear statement / RMA form of your decision to cancel this contract (e.g. via post, fax or email). Please include the RMA form.

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3086EZ Rotterdam  
The Netherlands  
Email: info@AlarmSecur.com

AlarmSecur.com sells security products such as video door stations which have highly sensitive data and settings like access codes and serial numbers. If the seal of a product has been broken by you or a third party such as a customs official or shipping agent, the product must be carefully inspected, reset, reconfigured and repackaged (secure restocking) once we receive it again. If this occurs, a service fee of 100 EUR will be charged. When returning the product, you are required to properly pack and insure the product and to pay any customs duties. You bear all risks and costs associated with returning the product.

### **Upgrade Program**

From time to time we may come out with new and improved versions of our existing Devices. Concurrent with a new device launch, we may offer an upgrade program whereby a customer may exchange a previously purchased device for the newer model. Each upgrade program will be limited by the terms listed on our website.

### **No Life Safety or Critical Uses of the Services**

AlarmSecur.com's devices and services are not certified for emergency response. You acknowledge that AlarmSecur.com's devices and services are not a third-party monitored emergency notification system and that AlarmSecur.com does not monitor emergency notifications and will not dispatch emergency authorities to your home in the event of an emergency. All life threatening and emergency events should be directed to the appropriate response services.

### **Recorded Information**

All recorded Information is provided "as is" and "as available." We cannot guarantee that it is correct or up to date. In cases where it is critical, accessing recorded information through the services is not a substitute for assessing the information from the property on which the device is located. Recorded Information is stored on our servers.

### **Contents and Hyperlinks**

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### **User Content**

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Effective: September 30, 2018