



6-STEP DETAILED RETURN POLICY

STEP #1 - THE END-USER HAS A DEFECTIVE CONTROLLER

The end-user goes to the store with complete product and accessories (controller, cable(s), sensor(s), output box(es), power supply, power cord...). From Q3-2011, Troubleshooting information will be added in product boxes to help users identify or troubleshoot the problem. Troubleshooting verifies basic functions and operating modes. Users are invited to contact either Grozone by email or their retailer if they need assistance. Troubleshooting information are also available from our web site or from our Customer Service.

STEP #2 - RETAILER CALLS GROZONE TECHNICAL SUPPORT / CUSTOMER SERVICE

The retailer calls Norbert from Grozone Technical Support (1-855-262-1800) to check or troubleshoot the controller and determine whether the product has to be replaced and a RMA number issued or not. End users are not authorized to call Grozone Technical Support directly but they can get support through email (support@grozonecontrol.com) or via our FAQs on Facebook.(look for Grozone Control).

STEP #3 - IF A RMA NUMBER IS ISSUED: RETAILER SHIPS UNIT BACK TO WHOLESALER AND REPLACES THE DEFECTIVE PRODUCT.

Once a RMA number has been issued, the retailer is authorized to give a replacement unit to the end user. The retailer ships the product to his wholesaler with the Grozone RMA number and a short description of the problem. Retailer should follow wholesaler return policy at all times.

Step #4 - WHOLESALER RETURN INSTRUCTIONS

Individual shipment of defective product is not authorized by Grozone. We ask the wholesaler to cumulate the defective products in a box (20"x20"x12" box or less, larger boxes are considered by courier as oversize boxes when shipped to Canada).

When the box contains about 10 to 15 products, the wholesaler calls Norbert from Grozone Customer Service (1-855-262-1800) to advise that the defective product box is full and ready to go.

STEP #5 - GROZONE ORGANIZES THE PICK-UP FOR THE WHOLESALER

Once advised, Norbert from Grozone Customer Service will call the courier for pick up at the wholesaler's location and send the wholesaler all the required shipping paperwork by email (bar code, commercial invoice, and so on, in ready-to-print .PDF files).

STEP #6 - GROZONE REPLACEMENT DETAILS

Within 4 weeks after receiving the returned products, a summary report will be sent to the wholesaler. Warranty coverage as well as problem descriptions will be provided for each product. Products not covered by 3-Year No-Hassle Warranty will be returned to the wholesaler or will be repaired at wholesaler's expense. No repair will be undertaken without prior wholesaler consent. Be aware that Grozone did replace under warranty 99% of the returned products in the past 3 years.

Grozone will ship replacement units with next order; replacement units will be identified separately of new products. Grozone DOES NOT issue any credit for returned products. We only replace defective (not working) products by brand new products.