



Return Policy

911Finder 30–Day Risk–Free Guarantee

This Return Policy describes the return policies and practices of 911Finder® ("911Finder") regarding the 911Finder website, <https://911finder.co> (the "Website"), 911Finder watch (the "Finder"), "MyFinder", 911Finder's services (the "Services"), and smartphone applications (the "911Finder App"), which are described in 911Finder Customer Agreement, which is available on the Website.

If you are not completely satisfied with your 911Finder watch, you may return the 911Finder watch within 30 days from the date of purchase for a full refund, subject to the terms and conditions below.

You must return the 911Finder watch in as-new condition in the original packaging with all components included, and you must deactivate your service by calling 911Finder Customer Support at 833-934-6337. 911Finder will provide you with a prepaid shipping label for your return. If you fail to return all items originally packaged with your 911Finder watch, 911Finder may charge you a \$25 restocking fee. You will be required to include an original receipt as proof of purchase.

For items returned within the 30-day period, 911Finder will refund the purchase price paid, less the one-time activation fee and any restocking fees if applicable, and refund any prepaid charges for network services and will waive the fee for early termination of your service agreement, if activated. Refunds may take up to 30 days to process after you return your 911Finder watch and deactivate your service.

Returning your 911Finder watch does not automatically deactivate your service. You must call 911Finder Customer Support at 833-934-6337 to deactivate your service.

Limited Warranty

What this warranty covers

This limited warranty covers defects in materials and workmanship in your 911Finder watch for one year from the date of purchase. 911Finder, at its sole election, will repair your 911Finder watch or will replace your 911Finder watch with a new or refurbished unit. 911Finder watch replaced under this warranty becomes the property of 911Finder. Replacement 911Finder watch is warranted to be free from defects in materials and workmanship for 90 days or the remainder of the Limited Warranty whichever is longer.

What this warranty does not cover

This Limited Warranty does not apply to 911Finder watches used for commercial purposes and does not cover defects or damage caused by accident, misuse, abuse, neglect, fire, water, other acts of nature, power surges, unauthorized or improper modifications or repairs, improper maintenance, usage not in accordance with the product instructions, improper installation, or usage or storage in unsuitable physical or operating environments.

How to obtain service

- 1.** Call 911Finder Customer Support toll free at 833-934-6337 for return instructions. Customer Support is available Monday-Saturday from 9:00am to 6:00PM Pacific.
- 2.** After you provide the customer support representative with your email address, your account number and your account password, 911Finder will provide you with the forms and instructions for returning your device.
- 3.** You must ship the device in the original packaging, and you must include the original packing slip and all items that shipped with the device.
- 4.** Attach the prepaid return shipping label and return by delivery services.

Out of Warranty Repairs

If the warranty period has expired, you may be able to obtain repair or replacement service for an additional fee. Please call 911Finder Customer Support at 833-934-6337 or visit our website at <https://911finder.co> for more information about out-of-warranty repair and replacement options.

LIMITATIONS OF LIABILITY

911Finder MAKES NO OTHER EXPRESS WARRANTIES. ANY IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE PERIOD OF THE EXPRESS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

YOUR REMEDIES ARE LIMITED EXCLUSIVELY TO REPAIR OR REPLACEMENT. WE WILL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE, PURCHASE OR REPAIR OF THIS PRODUCT, INCLUDING DAMAGES FROM LOSS OF DATA, LOSS OF PROFITS, AND LOSS OF USE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

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