

## **RETURN POLICY**

Our 100% Satisfaction Guarantee - Or Your Money Back

We value our relationship with you and offer a return policy for SerpentGuard.com website.

If for any reason you are dissatisfied with your merchandise, you may return it within 12 months of receipt for a replacement or refund of your full merchandise cost. It's part of our hassle-free shopping policy!

Returned products should be in their original condition and packaging and be shipped pre-paid to SerpentGuard, P.O. Box 1503, Converse, TX 78109.

We can only refund shipping costs if your return is due to any of the following reasons:

- We sent the incorrect item(s)
- Item(s) arrived damaged
- Item(s) did not work because of a manufacturing defect

## **RETURN PROCEDURE**

Contact our sales department via email or phone at 901-870-7828 to request a Return Goods Authorization (RGA) prior to making a return. You will be given an RGA number, which must accompany the item(s) being returned. All products being returned to SerpentGuard must be authorized and reference an RGA # on the return packing list.

We reserve the right to refuse any return that has not been authorized.