

## **Return Policy and Limited Warranty**

If you're having trouble with your new Piper product, please visit [help.getpiper.com](http://help.getpiper.com) or email us at [support@getpiper.com](mailto:support@getpiper.com).

Our support staff will work with you to resolve technical issues.

We want you to be satisfied with your new purchase. However, if you need to return an item, we're here to help.

### **Return Policy**

You have up to **thirty (30) calendar days** from the time your item is shipped to initiate a return. Line items in bundles may be returned separately however the calculation for the refund amount will exclude savings originally offered, if necessary.

### **How to Get a Refund:**

To return your item(s) and get a refund, please email [refunds@getpiper.com](mailto:refunds@getpiper.com). We ask that you use the original packaging when returning.

Once we receive the item(s) in good condition, we will issue a refund and send you a Return Receipt confirmation email.

Credit card refunds will be sent to the card-issuing bank within five business days of receipt of the returned item. Please contact the card-issuing bank with questions about when the credit will be posted to your account.

PayPal refunds will issued to the PayPal account on record.

Return and Refund Status:

If you shipped your return to Icontrol, please email [refunds@getpiper.com](mailto:refunds@getpiper.com) to view your up-to-date return and refund information.

### **Limited Warranty and Warranty Disclaimer**

Icontrol warrants the Piper product against defects in materials and workmanship for a period of **one year** from the time your item is shipped to you. Icontrol's sole and exclusive liability and your sole remedy under this warranty will be, at Icontrol's option, to provide repaired or replacement product. The Piper product which you consider defective must be returned to Icontrol in accordance with the Return Policy above. This warranty will be void if in Icontrol's reasonable opinion the defective condition was caused in whole or in part by your misuse, neglect, testing, attempts to repair, or any other cause beyond normal usage, or by accident, fire, or other hazard. Icontrol will reimburse you for the shipping charges to return properly returned defective Piper product. Repair or replacement does not extend the warranty period for your Piper product. This limited warranty extends only to the Piper product and not to any software or services. Refer to the Piper End User License Agreement and Terms of Service at <http://getpiper.com/legal> for those terms.

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**Limitation of Liability**

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