



45-Day - Dead-On-Arrival Warranty

- Notify us about the defective component within 45 days of your purchase date.
- Call us to obtain a Return Authorization Number.
- Make a short video showing the problem or ship the defective component to us.
- We will replace the defective component and ship it back to you for free.



1-YEAR Warranty - Deal Directly With Us!

- Leave a 5-Star Review on Sears OR register the product within 30 days.
- Notify us about the defective component within 365 days of your purchase.
- Call us to obtain a Return Authorization Number.
- Ship the defective component back to us.
- We will fix or replace the defective component and ship it back to you for free.

LIMITED WARRANTY

We offer a 1-year limited warranty on most of our alarm components from defects from what is considered normal use.

We do not replace items due to damages caused from installation errors (i.e. an installer connecting a (-) wire to a (+) wire causing damage to our products,) damage caused by installing our product in a manner not intended for it's use (i.e. installing an inside component in an outdoor atmosphere), or any other damage that is not considered to be normal use.

We do not warranty backlit LCD screens since they may dim overtime. We also do not warranty keychain remotes since they are easily dropped, sat on, and can break from normal use. Most other components are covered by our limited warranty with few restrictions.

BATTERY WARRANTY

Due to the nature of the product, we can only warranty our batteries for 60 days after your purchase date.

CELLULAR WARRANTY

All cellular products are protected from manufacturer defects under our 1-year warranty program. We do not guaranty 2G, 3G, 4G, or 4G LTE, service will be available or remain available in the customer's area during our 1-year product warranty. Therefore, if the 2G, 3G, 4G, or 4G LTE service is discontinued by the customer's cellular provider, the customer's alarm system may stop functioning without notice. Before purchasing an alarm system, you should always contact your local cellular provider, AT&T or T-Mobile, to ensure the cellular network is supported and that it will continue to be supported.

DEFECTIVE PART(S) RETURN SHIPPING CHARGES

If within 45 days of purchase, upon request, we will provide all USA customers with a prepaid return shipping label to exchange defective product(s). Sorry, we cannot provide international customers with return shipping labels. After 45 days of purchase, all customers are responsible to pay return shipping charges. No return labels will be provided for "buyer's remorse" or for refunds.

SOLE DISCRETION OF SHIELD TECH SECURITY, LLC.

Although extremely unlikely, we have the sole right and discretion, and may for any reason, defer you to the manufacturer for warranty related issues, repairs, and replacement part requests. We may also decline your direct warranty request without reason and defer you to the manufacturer for all future warranty issues. We may opt to take this type of action when we feel a customer is attempting to take advantage of us, committing fraud, or is otherwise not operating in good faith. We may also opt to take this type of action if a customer files a claim against us or leaves us a negative review without first contacting us, allowing us ample time to respond, to resolve an issue. It should be noted that we always work with our customers to resolve issues so there should never be a need to file a claim or leave a negative review.