

RMA RETURN FORM

Please Call 1-866-685-6409 or Email returns@home-security-plus.com to request an RMA Number

RMA # :	Type of Return Desired: (Please Circle One)		
	Store Credit	Refund	Warranty/Repair
Customer ID:			Date:
Company:			
Address:	City:	State:	Zip:
Phone:			
Contact:	E-mail:		

RETURN ITEMS

HSP Item Number	Reason for Return	Invoice #	Invoice Date

How to Return an Item

Returns Will Not BE Accepted Without an RMA Number

Step 1) Please contact us at 1-866-685-6049 or email us at returns@home-security-plus.com to receive a Return Merchandise Authorization (RMA) number. Email RMA requests must include First Name, Last Name, Order ID Number, Telephone Number, and Email Address.

Step 2) Write the RMA number on the **outside** of your package and follow your shippers packaging instructions. Item must be returned in its original like New condition as it was received, including all packaging, boxes, parts, and manuals to warrant a refund. PLEASE DO NOT WRITE ON PRODUCT BOXES. **Any missing or damaged parts will result in a 30% Restocking fee or it will be returned to you. (NO ACCEPTIONS)**

NOTE: RMA Numbers are Valid for 14 Days from Issuance Date and must be received by Home Security Plus within this time frame or they will be refused. Items must be packaged in a shipping box - Do not ship items in the factory packaging only.

Step 3) Mail your returned item back to the following address:

Home Security Plus
Attn: Return Department
627 Kennedy St.
Mondovi, WI 54755

We will not be responsible for shipping and handling on returned items. We recommend using UPS, FedEx or some other form of insured mail for returns as we can not be responsible for items that never make it back to our warehouse.

Home Security Plus Return Policy

30 Day Return Policy

At **Home Security Plus**, we strive in every way to meet our 100% satisfaction guarantee. If for some reason you are unsatisfied with your purchase, you may send the product back to us within 30 days of your order invoice date and receive full credit less the actual shipping cost. Credits and refunds will be issued within 5 Business days after inspection and a decision has been made to validate the RMA's eligibility. We offer the following options during the first 30 days of the order invoice date.

- **Return for Credit:** Receive a 100% in-store credit of the total sales price excluding shipping charges which can be used towards the purchase of any current item we offer.
- **Replacement/Exchanges:** We will exchange or replace any defective item purchased within the first 30 days. If your item is past the 30 day return policy, please see our warranty policy.
- **Return for Refund:** Receive a refund of the total sale price minus a 20% restocking fee and the actual shipping costs we paid shipping the item to you. **NO ACCEPTIONS!**
- **Up-Grades:** If you purchase product/s from us and you find that they are not the right products for your job you may return it for a 100% in-store credit towards the purchase of other products in our inventory.
- **Excluded Products:** Due to the nature of some of our products, they may be used once and no longer needed. For this reason, any non-defective products will not be accepted for return once it has shipped. Please see excluded product categories below: If you are unsure if your product is in this category please call us at (866)685-6409.
 - **Covert Video**
 - **Personal Protection**
 - **GPS Tracking**
 - **Phone Security**
 - **Voice Security**
 - **Detection Devices**
 - **Clearance Shelf**

NOTE: If equipment is clearly abused or modified by the customer in any way, it will not be covered by any standard warranty and will be considered un-returnable to Home Security Plus.

Warranty Policy

Warranty Returns Policy: All returns for warranty of items that are defective will be replaced or repaired at our discretion if they are returned within the manufacturer's warranty period. All Home Security Plus products come with a minimum 1 Year Warranty. If the product is not part of our current product line, the owner of the product will need to contact and return the item to the original manufacturer for warranty replacement. All manufacturer's warranty terms and restrictions apply. Customer is responsible for all shipping cost to us for warranty returns. Home Security Plus will pay for UPS Ground shipping back to you. Please return all items in the original packaging if possible.

Warranty Advanced Replacement: Home Security Plus offers advanced replacement of defective items that are still in warranty if you cannot wait for your item to be repaired or replaced. To qualify you must purchase a new item and have it shipped directly to you. Once we receive your old item back we will issue you a full refund including shipping cost for the new item purchased. Please note, to receive a full refund the item must be received in the packaging it was shipped in and must include all packaging, boxes, parts, and manuals.

Items that are returned under warranty but are non-defective as determined by our in-house techs and or the manufacturer of the item will result in a 30% restocking fee that will not be refunded to the advanced replacement item.

**** Please note:** ALL returns must receive an RMA (return merchandise authorization) number in order for the return to be processed. Please write your RMA number on the outside of your package. If an RMA number is not listed on the outside of your return, it will be refused by our returns department and mailed back to you. Please contact us at 1-715-254-0536 or email us at returns@home-security-plus.com to receive an RMA number.