



Skypatrol Return Policy

Return Process

If your product was purchased on our website, you can return it by mail to our return center. You will receive a credit for your purchase only if it meets the criteria in our Return Policy.

Return Policy

- All products are warranted for one year (parts & labor) from the date of purchase.
- There is no restocking fee for defective product returned for exchange or repair (at Skypatrol's option) within the warranty period.
- All non-defective products returned for a refund must be received within 30 days of the sale date and are subject to a 15% restocking fee if returned in a non-sealed box.
- For an exchange or refund Skypatrol requires a proof of purchase receipt and the product must be in its original factory condition, including the box, packaging, all accessories and manuals. If any items are missing, additional fees will be applied to the return.
- Charges for installation and delivery services are non-refundable.

Return Instructions

- Call **1-800-369-5007** to obtain a return authorization. **"Return Authorizations"** are valid for 30 days.
- Please follow all instructions on the return authorization. The return authorization number must be written in big, bold letters on the outside of the package. Please make sure you put the product in the original carton with adequate protection from shipping damage.
- All returned merchandise must be shipped freight charges prepaid to:

Skypatrol
3055 NW 84th Ave.
Doral, FL 33122
RMA Number

- In your correspondence, please indicate the reason for your return.
- We will do our best to handle your return quickly. Please allow 30 days for processing. Refunds will only be credited to the original purchasing card account number only.
- Please do not return items COD. All COD shipments will be refused.

If you have any questions please contact Skypatrol Customer Service at **1-800-369-5007**.