

To:

Company:

Customer Fax:

From: Lifeloc Technologies Customer Service

Re: LifeGuard®

Date:



Phone: 303.431.9500

Fax: 303.431.1423

## LifeGuard® Return Agreement

### Important – Please read, sign and return

*Lifeloc offers a simple and user-friendly return policy*

**In order to receive credit, items approved for return must be shipped back to Lifeloc and received:**

- In good condition
- Freight prepaid
- With Return Authorization (RA) number clearly marked on package

**If the return request is due to shipping error by Lifeloc:**

We will refund or replace the mistaken shipment. Lifeloc will pay shipping and handling both ways to correct any errors. A replacement shipment can be sent immediately with a Lifeloc-paid return label for customer convenience in returning the original shipment. Upon receipt of the original shipment, full credit will be issued for returned materials.

For return requests due to receipt of defective merchandise, shipping errors, or damage in transit, the customer should inspect shipments and notify Lifeloc within 10 days of receipt of the shipment of any discrepancies. Depending on circumstances, Lifeloc will make the appropriate arrangements to replace supplies, issue RA numbers, file necessary claims, and correct errors.

**If you wish to return product for any other reason, Lifeloc will accept merchandise back within 14 days if the aforementioned conditions are met.** *There is a 15% restocking, subject to the terms below:*

Any item may be returned within 14 days of purchase for a refund, minus a 15% shipping and restocking fee. Any item that is not working properly and is still within a warranty period may be returned for an exchange. Just fill out this form, describe the problem and include with your return.

Upon receipt and satisfactory inspection of the product, Lifeloc will promptly issue a credit or refund, as appropriate, less the restocking fee.

The above policies apply to domestic orders only.

**I, the undersigned, have read the above and agree to return the original merchandise to Lifeloc within 14 days of receipt of this agreement in order to receive credit.**

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State Zip: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Signature: \_\_\_\_\_

12441 W. 49<sup>th</sup> Avenue, Suite 4 Wheat Ridge, CO 80033  
[www.lifeloc.com](http://www.lifeloc.com) or [www.lifeguardbreathtester.com](http://www.lifeguardbreathtester.com)