



Sigmax Return Policy

We at Sigmax Security pride ourselves on providing the best customer experience by offering quality products and services. If for some reason you are not completely satisfied with your new system, we would like the opportunity to work with you to resolve your issues and ensure that your experience with Sigmax leaves you delighted. In the event that you still wish to return your system, here are a few things you should know:

- You may return your new system up to 30 days from the date of invoice. A 15% restocking fee will be charged.
- You are responsible for shipping the system back to Sigmax and for the costs associated with that shipment.
- It is important that you return everything on your order, and that it is in its original packaging.
- We will credit your account for the price of the system minus 15% restocking fee.

Steps to Arrange for a System Return:

- Call Sigmax at 713-779-8868 to get a Return Request form, or download it from www.sigmaxsecurity.com.
- Fill out the Return Request form, and fax back to 713-779-8898.
- We will issue a RMA number associated with this return, after checking the information provided and determining it is a returnable system.
- Repack system with all of its original packaging, and arrange to have it shipped back to Sigmax (Note: Sigmax recommends that you insure your shipment).
- Please mark the RMA number on the outside of the package and include a copy of the Return Request form with the package. **ALL RETURNED PACKAGES WITHOUT A RMA NUMBER WILL BE REFUSED AND RETURNED TO SENDER.**
- Once your system has been received back to Sigmax, you will receive credit on the full system price minus 15% restocking fee on your next billing cycle.