



To: DW® customers
Date: April 25, 2019
Re: Advanced Replacement Policies

Advanced Replacement Policies

DW® announces two programs that will expedite replacement of products under warranty. Advanced Replacement is available under the following circumstances:

1. The product was purchased within the past 90 days and is under warranty.
2. The product was purchased within the past year and is under warranty.
3. The product has been troubleshot with technical support and has been deemed defective.

WITHIN 90 DAYS OF PURCHASE:

1. The customer contacts DW® technical support department to troubleshoot the unit. Please save the tech support case number.
2. The customer contacts the DW® RMA department for an advanced replacement RMA.
3. If the product was purchased within the past 90 days, DW® will ship a replacement product via 3-day shipping at no charge, after the customer has filled out the advanced replacement agreement and tax form via our credit card website: <https://digital-watchdog.com/rma-cc/>
4. Once the new product has been received, the customer must return the defective unit within 30 days. The customer will be responsible for the shipping charges.
5. If the product is not returned, the credit card on file will be charged for the new unit.
6. This program is effective starting March 1, 2017.

WITHIN ONE YEAR OF PURCHASE:

1. The customer contacts the DW® technical support department to troubleshoot the unit. Please save the tech support case number.
2. The customer contacts the DW® RMA department for an advanced replacement RMA.
3. If the product was purchased within the past year, DW® will ship a replacement product via ground shipping at no charge, after the customer has filled out the advanced replacement agreement and tax form via our credit card website: <https://digital-watchdog.com/rma-cc/>
4. Once the new product has been received, the customer must return the defective unit within 30 days. The customer will be responsible for the shipping charges.
5. If the product is not returned, the credit card on file will be charged for the new unit.
6. This program is effective starting March 1, 2017.

For more information

DW RMA

Toll free: 866.446.3595, option 4

www.digital-watchdog.com/page/rma

