



To: Digital Watchdog® Customers
Date: February 20, 2017
Re: Advanced Replacement Policies

Advanced Replacement Policies

Digital Watchdog® 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.

WITHIN 90 DAYS OF PURCHASE:

1. The customer contacts the Digital Watchdog® RMA Department for an Advanced Replacement RMA.
2. If the product was purchased within the past 90 days, Digital Watchdog® will ship a replacement product **via 3-day shipping** at no charge, after the customer has filled out the Advanced Replacement Agreement & Tax Form via credit card website: <https://digital-watchdog.com/rma-cc/>
3. 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.
4. If the product is not returned, the credit card on file will be charged for the new unit.
5. This program will start on March 1, 2017.

WITHIN ONE YEAR OF PURCHASE:

1. The customer contacts the Digital Watchdog® RMA Department for an Advanced Replacement RMA.
2. If the product was purchased within the past year, Digital Watchdog® will ship a replacement product **via ground shipping** at no charge, after the customer has filled out the Advanced Replacement Agreement & Tax Form via credit card website: <https://digital-watchdog.com/rma-cc/>
3. 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.
4. If the product is not returned, the credit card on file will be charged for the new unit.
5. This program will start on March 1, 2017.

For More Information

Digital Watchdog RMA
Toll Free: 866.446.3595, Option 4
<http://digital-watchdog.com/page/rma/>

Schedule a Demo Today >

Learn how Digital Watchdog will increase your profitability.



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