



Freedom9 Merchandise Return Policy

Freedom9 Inc. warrants all of its products sold in North America through an authorized reseller or distributor against product defects. The terms, conditions and length of the limited warranty can be found on the Freedom9 website at www.freedom9.com.

If a product becomes inoperative during the warranty period, the Return Merchandise Authorization (RMA) procedure outlined below must be followed by the customer to obtain RMA service for the product.

1. All products must be assigned an RMA number before being returned to Freedom9 Inc. Any returned products received by Freedom9 Inc. without an RMA number will not be repaired or replaced, and will be returned at the shipper's expense.
2. The customer must call the technical support department to confirm the defect before an RMA number will be issued. Once technical support has confirmed the defect, customer service will provide the customer with an RMA number via e-mail or telephone.
3. Descriptions of the defect must be detailed, for example "power does not come on when plugged in" or "unable to ping the device", and should not be vague: for example, descriptions such as "the device doesn't work" or "is broken".
4. The customer shall provide the following information to the customer service representative if requested: contact information including name, telephone number, and address, product model name or part number, serial number, date of purchase, and description of the defect. This information will be used only to process the RMA request and will not be shared with any third party unless such sharing is required to facilitate the RMA request (for example, providing a shipping company with the customer's address).
5. Products must be returned in appropriate packaging to prevent damage to the product during shipping; Freedom9 Inc. will return to shipper any item which has not been packaged in such a manner as to avoid damage. The RMA number must be clearly marked on the outside of the box.
6. The shipper must ensure that only the following items are included in the box.
 - Proof of purchase (invoice or receipt)
 - Defective unit
 - AC adapter (if applicable)Freedom9 will not be responsible for returning any items other than those listed above to the customer. These include cables, manuals, CDs, and third-party products.
7. The customer must return the product to Freedom9 Inc. within thirty (30) days after the RMA number is issued. After this time, the RMA will be cancelled, and any future RMA for the same product will be subject to a service fee of US\$10 or CDN\$13 plus applicable taxes.
8. The customer is responsible for all shipping costs, insurance, duties, and customs fees to ship the defective product to Freedom9 Inc. Freedom9 Inc. will not be responsible for any products lost or damaged during shipment, and in such case, the customer will be required to provide proof of delivery showing evidence of receipt of the product by Freedom9 Inc.



9. Freedom9 Inc. will be responsible for shipping costs to return the replacement product to the customer. The customer is responsible for all duties and customs fees associated with the return of the product. By default, standard ground shipping will be used to return the product. Should the customer wish to use a different method of shipment, it will be their responsibility to cover the costs, and they must provide Freedom9 Inc. with their courier account information prior to Freedom9 Inc. shipping out the replacement product.

Additional Terms and Conditions

- Freedom9 Inc. may, at its sole discretion, decide to replace defective product with another product of similar functionality instead of repairing the defective product. The replacement product may be new or refurbished. All efforts will be made to provide a replacement with a similar degree of wear and tear, but Freedom9 Inc. provides no guarantees that this will occur.
- Ownership of the defective product is transferred to Freedom9 Inc. if a replacement product is provided to the customer. In the case that the product is repaired, all defective components removed from the product become property of Freedom9 Inc.
- In cases where the returned product is found not to be defective, the product will not be repaired or replaced, and Freedom9 Inc. will not be responsible for shipping costs to return the product to the customer.
- In the event that it is discovered that the defect is not covered under the limited warranty, or that the warranty period has expired, the customer will be notified of such and be given the option to pay for the repair of the product. Should the customer refuse to pay for the repair, the customer will have thirty (30) days from the date of notification to collect the returned product from Freedom9 Inc.. After this period, Freedom9 Inc. reserves the right to discard the returned product.
- Any package which is received by Freedom9 Inc. that does not meet the following criteria will be refused by Freedom9 Inc.:
 - The product is sent prepaid.
 - The product has been shipped in an appropriate manner to prevent damage to the unit.
 - The product has been assigned an RMA number by a customer service representative prior to being shipped by the customer.
 - The RMA number is clearly written on the outside of the package or the shipping manifest where it can be seen without opening the package.

Freedom9 Inc. reserves the right to update this policy at any time.