

# Return Policy

## General Return Guidelines

- Please contact us at [info@pingasset.com](mailto:info@pingasset.com) prior to sending any returns to the specified address
- All returns must include any documentation (purchase order or invoice) that was originally shipped with the product
- Returns/exchanges or fulfilment may take up to 4 weeks to process, not including shipping times
- You are responsible for return shipping charges that are not related to a defective product or product that was damaged during initial shipping by Ping Asset

## Returns

### 30 Day Return Policy – Unused Products Only

Returns are only accepted within 30 days of the date of purchase. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

To return your product, please contact us at [info@pingasset.com](mailto:info@pingasset.com). To process your return, we require a receipt or proof of purchase. You will be responsible for shipping costs. If the product is received by us in unused and undamaged condition and in its original packaging, we will refund your purchase.

Please contact us for the appropriate shipping procedures as per batteries shipping requirements.

### Exchange Policy – Defective Products Only

If you believe you have a defective product, please contact us at [info@pingasset.com](mailto:info@pingasset.com). In order to process your exchange, we will need your order number, description of your setup (including photos if available), and any other information about your use of the product that may help us understand the potential defect.

In the event that a product is determined to be defective due to a manufacturer error or defective materials, we will repair or exchange the product as needed. If Ping Asset determines that repair or replacement of a defective product is not practical, we will provide a refund.

Depending on location, the time it may take for your repaired/replacement product to reach you may vary.

It is not uncommon for Ping devices to report after 60 days of non-reporting periods, due to physical constraints on the technology, i.e. network availability, radio attenuation due to buildings (Farraday cage effect) and geographical location of devices.

**Excessive Device Events**

Excessive daily, monthly or annual Pings, configuration or firmware updates, do not constitute a defective device and will be subject to the deliverables, specifications and terms of pricing within the SLA, MSA, SOW or PO. All shock, temperature, resets (flashing of firmware) and other device initiated events outside of regular reporting intervals will have a negative impact on the battery life and will not constitute a defective device.

**Batch Storage and Shipping**

To return your product's', please contact us at [info@pingasset.com](mailto:info@pingasset.com)

Please store any defective devices and ship in quantities of twenty units. Contact Ping Asset to organise this process for shipping.

**Damaged in Shipment**

Be sure to inspect your product once you receive it. Any damage from shipping must be reported to Ping Asset within 14 days of receipt of the product.