

# DORCY WARRANTY

PRODUCTS YOU CAN TRUST



Dorcy offers a limited One Year Warranty on our products.

Warranty (Excluding batteries): This product is warranted to be free from defect in material or workmanship for one year from date of purchase.

\*\* Defective items - Please return item to place of purchase.

If retail establishment will not accept return for a product that is defective, please contact [Dorcy support](#) for a RMA (return material authorization) number for repair or replacement.

\* Dorcy reserves the right to substitute product of equal value or lesser value if returned product is not available.

## Item(s) Not Purchased from Dorcy.com/ LifeGear.com

Dorcy.com / LifeGear.com does not accept returns of item(s) sold by other sellers than that of dorcy.com/ LifeGear.com. If the item(s) to be returned were not sold by dorcy.com / LifeGear.com, you will need to contact the seller or retailer directly.

Return page [Dorcy support](#) or [support@dorcy.com](mailto:support@dorcy.com)

## Online/WEB Return policy - DORCY.COM orders only

### Easy returns - No hassle returns- No Hassle 1 year Warranty

If item is defective you may return it in new condition for a full merchandise refund excluding S&H within 90 days of your purchase. We will promptly issue a refund, credit, or exchange, whichever you prefer!

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## Full refund Unopened Items - 90 Days - DORCY.COM orders only

You may return new, unopened item(s) sold by dorcy.com/ LifeGear.com within 90 days of delivery. Item(s) returned within 90 days of delivery will be eligible for a full refund. Item(s) need to be returned in their original product packaging. If a shipment error occurs as a result by dorcy.com/ LifeGear.com, we will also pay the return shipping costs incurred.

Refunds should be received within approximately 2 - 3 days of submitting returned item(s). This approximate time period includes transit time (2 to 5 business days), processing (2 to 3 business days), and bank processing approval (2 to 3 business days). Dorcy.com will notify you via e-mail of your refund once we have received and processed the returned item(s).

#### Item(s) Eligible for Full Refund - No Hassle DORCY PAYS SHIPPING

Dorcy.com / LifeGear.com will accept returns of the following: ONLY IF PURCHASED ON DORCY.COM or LIFEGEAR.COM

- Item(s) that are defective or faulty within 1 year warranty- DORCY PAYS SHIPPING
- Item(s) incurred in an error on behalf of dorcy.com/Lifegear.com- DORCY PAYS SHIPPING

#### Item(s) Eligible for Partial Refund

Dorcy.com/ LifeGear.com will issue partial refunds for the following:

- Item(s) that are returned after 30 days of delivery.
- Item(s) not returned in the condition it was received.
- Item(s) that are returned before 30 days after delivery.

#### Item(s) that are Not Eligible for Refund and Returns

Dorcy.com / LifeGear.com will not accept returns of the following:

- Item(s) that has obvious signs of use/ abuse.
- Item(s) not purchased from dorcy.com/ LifeGear.com.

#### Orders Returned

Orders that are eligible for full and partial refund must include a copy of the order invoice, note indicating reason for return, and can be shipped to:

Dorcy International

Returns: Order # \_\_\_\_\_

2700 Port Road

Columbus, Ohio 43217

Reason for return

#### Exchanges

If you received a defective or faulty item(s) and need to exchange it for the same item(s), you may do so by returning the original item(s) to dorcy.com/ LifeGear.com along with a copy of the original invoice and a note indicating the reason for exchange. Such exchanges can be shipped to:

Dorcy International, Inc

Returns: Order # \_\_\_\_\_

2700 Port Road

Columbus, Ohio 43217

#### Reason for return

If you would like to exchange an item(s) for a different item(s), please return the original item(s) and place another order for the item(s) you wish to purchase. Orders for new item(s) can be placed before [www.Dorcy.com](http://www.Dorcy.com) / or [www.LifeGear.com](http://www.LifeGear.com) has received the original item(s).