



# Shipping, Returns & Warranties

## SHIPPING INFORMATION

All submitted orders will be processed during the business hours of 8:00am-5:00pm EST, Monday through Friday. Tracking information will be provided via email to the consumer within 1-2 business days after the order has been placed.

### **Notice to California Residents:**

As of 07/01/2019 Garage door opener units without a battery backup cannot be shipped to the state of California due to [Senate Bill No. 969](#). If a garage door opener unit is purchased that does not come with a battery backup and the shipping address on the order is the state of California the order will be canceled. California residents must purchase a garage door opener with a battery backup included. Please see the options of Genie garage door openers with battery backup options to purchase.

## CANADIAN ORDERS

UPS Ground Delivery to Canada, with average delivery times from 2 - 6 business days. Shipping quotes are based on orders that are not delayed in customs due to import processing delays. This method of service does NOT include the cost of duties, taxes or brokerage fees related to customs clearance. These fees are charged to the customer at the time of delivery.

## RETURN / REFUND POLICY

For items purchased from Genie's Shopify Online Store, Consumers can return unused, unopened items within 60 days of purchase for a full refund. Consumer pays shipping. If the returned item is used, opened, or otherwise deemed not in original condition; no credit will be given and the item will not be returned to the original purchaser. For proof of delivery, we recommend that you return items via UPS or insured USPS.

For items purchased from Genie's Shopify Online Store, Genie will replace in-warranty items at no charge. Consumer pays shipping.

All return, refund, cancellations and warranty replacement requests should be directed to (800) 843-4084, Opt 2 or email to [Ohio\\_CS\\_Team@GenieCompany.com](mailto:Ohio_CS_Team@GenieCompany.com)

Any items that were not purchased from Genie's Shopify Online Store cannot be returned or refunded here. Please contact your original point of purchase for details.

## **ORDER CANCELLATION**

To cancel an order made by credit card on Genie's Shopify Online Store, please call our Customer Service Department at (800) 843-4084, Opt 2.

If the items have already shipped, we will process your request for a return, and send you instructions on how to proceed. You may be responsible for payment of initial shipping charges.

When you contact us, please have your invoice number or online order confirmation number. If you don't have that number, we may ask for your home address or phone number to help us find your order.

All return, refund, cancellations and warranty replacement requests should be directed to (800) 843-4084, Opt 2 or email to [Ohio\\_CS\\_Team@GenieCompany.com](mailto:Ohio_CS_Team@GenieCompany.com).

Any items that were not purchased from Genie's Shopify Online Store cannot be returned or refunded here. Please contact your original point of purchase for details.

## **LIMITED WARRANTY**

All items purchased from this site have a one year limited warranty. Proof of purchase specifically from Genie's Shopify Online Store is required. Warranty claims on other items must be addressed through the original point of purchase. See below for complete warranty information.

LIMITED WARRANTY: GMI Holdings, Inc. d/b/a The Genie Company ("Seller") warrants to the original purchaser of the accessory ("Product"), subject to all of the terms and conditions hereof, that the Product and all components thereof will be free from defects in materials and workmanship for the following period(s) of time, measured from the date of purchase:

### **ACCESSORIES - ONE (1) YEAR**

Seller's obligation under this warranty is specifically limited to repairing or replacing, at its option, the Product or any part thereof which is determined by Seller to be defective during the applicable warranty period. Any labor charges are excluded and will be the responsibility of the purchaser. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. This warranty is made to the original purchaser of the Product only, and is not transferable or assignable. This warranty applies only to Product installed in a residential or other noncommercial application. It does not cover any Product installed in commercial or industrial building applications. This warranty does not apply to any unauthorized or improper installation, alteration or repair of the Product, or to any Product or component which has been damaged or deteriorated due to misuse, neglect, accident, failure to provide necessary maintenance, failure to follow owner's manual instructions, normal wear and tear, or acts of God or any other cause beyond the reasonable control of Seller, and does not cover batteries, use of extension cord, missing or damaged parts from clearance or open box sales, or repairs or maintenance to door components.

ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE APPLICABLE WARRANTY PERIOD REFLECTED ABOVE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

IN NO EVENT SHALL GMI HOLDINGS, INC. OR ITS PARENT OR AFFILIATES BE RESPONSIBLE FOR, OR LIABLE TO ANYONE FOR, SPECIAL, INDIRECT, COLLATERAL, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES, even if Seller has been advised of the possibility of such damages. Such excluded damages include, but are not limited to, loss of use, cost of any substitute product, or other similar indirect financial loss. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Claims under this warranty must be made promptly after discovery and within the applicable warranty period. To obtain warranty service, you must contact Genie® customer service toll free at 1-800-354-3643 to speak with a trained representative and attempt reasonable troubleshooting measures, as well as provide proof of the date and location of purchase, identification as the original purchaser and a description of the claimed defect. Purchaser must allow Seller a reasonable opportunity to inspect the Product claimed to be defective prior to removal or alteration of its condition. Upon determination by Seller that the Product or any part thereof is defective during the applicable warranty period (which may require purchaser to return the Product to Seller at purchaser's expense), Seller will supply the purchaser with replacement parts or, at its option, a replacement Product (shipping and handling of any replacement Product or parts also at purchaser's expense). Seller may use new or reconditioned parts, or a new or reconditioned Product of the same or similar design.

There are no established informal dispute resolution procedures of the type described in the Magnuson-Moss Warranty Act.

Customer Support

Phone: 800.843.4084 Option #2

Email: [ohio\\_cs\\_team@geniecompany.com](mailto:ohio_cs_team@geniecompany.com)

Monday – Friday

8:00 a.m. – 5:00 p.m. ET