

SiteFinder GPS Return Policy

Effective Jan 1, 2016

SiteFinder GPS software products are sold to customers either direct from our website or through one of our authorized SiteFinder Sales Agents / Dealers. All product returns being contemplated must take into account the return policies of the vendor in which the product was originally purchased. For all purchases that were made from an authorized SiteFinder Sales Agent / Dealer you are required to contact that company regarding their specific Refund / Return Policy.

For software products that were purchased directly from the www.sitefindergps.com website, all sales will be deemed FINAL with the exception of software that has not been opened and remains in the original packaging. In the event that a customer has purchased software, to be shipped to their physical location, SiteFinder GPS will accept returns of this product if the product has been purchased within 30 days and an RMA number has been issued. For customers to generate an RMA number they must call 1-888-651-7410. RMA numbers will only be issued for software that has been purchased within the last 30 days and is in NEW (unopened) condition.

Software Downloads - For software downloads that were purchased via the www.sitefindergps.com website, these sales are considered FINAL. Software Downloads of any SiteFinder GPS products cannot be returned or exchanged. Refunds of these products will not be issued and sales are considered FINAL.

In the event that a customer has an RMA number generated for New, Unopened Software, to be returned to SiteFinder GPS, the product being returned must be received by our Service Department within 14 days of the RMA number being issued (Product returns received after 14 days may not be accepted). The address for our Service Department is:

SiteFinder GPS – Service Department

PO Box 23101, Saskatoon, Saskatchewan S7J 2G2

Any shipping, brokerage, duties, taxes or other costs associated with shipping the product back to SiteFinder GPS will be at the expense of the customer. Once the product to be returned to SiteFinder GPS is received by our Service Department we will inspect the product being returned to ensure it is in NEW condition and contains the full packaging that was part of the original purchase. In the event that SiteFinder GPS certifies that the return is in NEW condition we will refund the customer the full purchase price of the product back to the customer. The refund that is issued in this case will be applied via the same payment method that was used at the time of purchase. In the event that the Product Returned is not received in NEW condition, SiteFinder GPS reserves the right to not accept the return. This would result in no refund being provided (and the product would then be returned to the customer at their own expense) or a Restocking Fee being charged, at the discretion of SiteFinder GPS, which would mean that any credit being issued would be less the Restocking Fee being charged by SiteFinder GPS.