



## SKYTRAK® RETURNS POLICY

SkyTrak, LLC strives to produce a defect-free product that will enhance the average golfer's enjoyment of the game by cutting strokes and improving course management. Consequently, we offer a 30-Day Satisfaction Guarantee and a 6-Month/25,000 shot Limited Consumer Warranty against defects in materials and workmanship from the date of purchase. An extended Limited Consumer Warranty is also available. The below contains summaries of SkyTrak's product warranties and satisfaction guarantee and is subject to the complete terms as stated inside product packaging and on SkyTrak's website. Please consult either for complete details.

### 30-DAY SATISFACTION GUARANTEE

We are so confident that SkyTrak will improve your game, we guarantee that if within thirty (30) days of original purchase, you don't agree that it is simple, cuts strokes, and improves course management, then return it for a refund.

#### Terms and Conditions

- 30-day period is effective upon date of original purchase
- Customer is responsible for return shipping charges after the RMA is authorized.
- Guarantee applies to the cost of the SkyTrak, accessories, and extended warranty
- Third Party Simulation Software is excluded from the 30-Day Satisfaction Guarantee and is non-refundable. All software sales are final.
- Shipping and handling are excluded
- Any returns must be in original packaging, include all components, and be in like new condition, incomplete returns will be subject to 20% charge
- Must provide consumer proof of purchase (original receipt)
- Failure to adhere to any of these terms and conditions will void this Guarantee
- Reseller must ship the SkyTrak back to SkyGolf within 14 days to be considered for stock replacement
- Warranties will not be honored outside of the country of purchase. Customer will be responsible for any repair charges and shipping to repair facility.
- Returns of SkyTrak units after the 30 day period or for credit that are purchased from an Authorized SkyTrak Reseller are the sole responsibility of the Authorized Reseller and not SkyTrak or SkyGolf.

**REPAIR SERVICE:** SkyTrak offers a service to provide SkyTrak owners an easy way to repair their broken device. This is available for in-warranty and out-of-warranty service and may result in extended repair turnaround times depending on diagnosis

### SKYTRAK PRODUCT WARRANTIES

#### *Limited Consumer Warranty*

When a consumer has an issue with the performance of the SkyTrak unit within the warranty period, CONTACT SKYGOLF CUSTOMER SUPPORT AT 866-759-4653 as technical issues may be quickly resolved by phone.

#### *Limited Warranty Period*

The Limited Consumer Warranty is for a period covering the shorter of (i) six months from the original purchase date or (ii) a total of 25,000 shots taken on the SkyTrak unit. If the Extended Limited Consumer Warranty is timely purchased, the warranty period is extended to cover a total period (including both the original Limited Consumer Warranty Period and the Extended Limited Consumer Warranty Period) of the shorter of (i) twelve months from the original purchase date or (ii) a total of 50,000 shots taken with the SkyTrak unit.

#### *Out-of-Warranty Service*

If you own a SkyTrak that is no longer under warranty, CONTACT SKYTRAK CUSTOMER SUPPORT AT 866- 759-4653 as technical issues may be quickly resolved by phone. SkyTrak may need to issue an RMA for return of the unit to our repair facility for a diagnosis. The customer will be responsible for any repair, diagnostic, and shipping charges incurred. Please refer to RMA terms and conditions below.

#### *Optional Extended Warranty and SkyCare Product Programs (US only)*

In addition to the 6-Month Limited Warranty, the option to purchase an extended warranty and/or SkyCare Product Programs can be found by [clicking here](#) for more information

### RETURN AUTHORIZATION (RMA)

Before returning a SkyTrak unit, whether under warranty, out-of-warranty or under a satisfaction guarantee, SkyTrak must be contacted at the above contact number and a return merchandise authorization code (RMA) obtained. The customer must return the SkyTrak unit and other accessories if applicable, shipping prepaid, with the RMA code conspicuously displayed on the outside of the packaging. **IMPORTANT: No returns will be accepted without an RMA code.** The SkyTrak charger and charger cabling must be returned with the SkyTrak unit, and for satisfaction guarantees, all other items listed above under Terms and Conditions must also be returned, along with the receipt of original purchase. SkyHawke is not responsible for units lost or damaged during shipping. SkyTrak strongly recommends that you keep and record the tracking number for your return and that you purchase adequate insurance to cover loss or damage during shipment.