

GUARDIAN NETWORK SOLUTIONS RETURN POLICY

READ CAREFULLY. This Return Policy applies to all sales transactions enacted by buyer (the "Customer") and/or Guardian Network Solutions (the "Seller").

Seller offers a limited 30-day return policy on most products sold. Manufacturer restrictions apply to certain merchandise, as detailed below and as updated from time to time. Customer may obtain additional details and any applicable updates from the dedicated Seller account manager and may obtain manufacturer contact information by contacting Seller Customer Service, which may be reached by calling 817.386.9400 or by emailing sales@guardiannetworksolutions.com. All returns requested by any other means of communication will be deemed null of this policy.

1. Return Restrictions.

- **Electronically Distributed Software Returns** - Seller allows customer returns based on the policies of the original product manufacturer. If software was distributed electronically, it is not returnable if the license keys were downloaded.
- **Defective Product Returns.** Customer may return most defective hardware or boxed software directly to Seller within fifteen (15) days of invoice date and receive, at Seller's option, credit, replacement, exchange, or repair. After fifteen (15) days, only the manufacturer warranty applies. Electronically distributed software is excluded.
- **Non-Defective Product Returns.** Customer may return most non-defective hardware or boxed software directly to Seller within thirty (30) days of invoice date and receive, at Customer's option, credit or exchange, except that an automatic Seller restocking charge will reduce the value of any such credit or exchange by a minimum of fifteen percent (15%). Electronically distributed software is excluded.
- **Restricted, Repair-Only Returns.** Certain Products can only be returned for repair—not for exchange, replacement or credit—based on current manufacturer requirements such products should be returned to Seller, shipped directly to the manufacturer, or taken to an authorized service center in Customer's vicinity. More information may be provided by the dedicated Seller account manager or by Seller Customer Service. Electronically distributed software is excluded.
- **Restricted, Manufacturer-Only Assistance.** Certain Products cannot be returned to Seller for any reason—without exception—and Customer must contact the manufacturer directly for any needed assistance. More information may be provided by the dedicated Seller account manager or by Seller Customer Service.

- **Special Orders.** Products that are specially ordered may be non-returnable or may have unique return restrictions provided at the time of sale. More information may be provided by the dedicated Seller account manager or by seller Customer Service.
- **Return of Software.** Seller offers refunds only for unopened, undamaged boxed software that is returned within 30 days of invoice date. Seller offers only replacement for software products that either: (i) are defective but are returned within thirty (30) days of invoice date; or (ii) are unopened and undamaged, but are returned more than 30 days after invoice date; such replaceable merchandise may be exchanged only for the same software title. Multiple software licenses may be returned for refund or exchange only (i) if specifically authorized in advance by the manufacturer; and (ii) if returned within thirty (30) days of invoice date. Electronically distributed software is excluded.
- **Return of Installation Service Cost.** All refunds for installation services fall under the mutual service agreement signed by the Customer and Seller before initiating the installation. More information may be provided by the dedicated Seller account manager or by Seller customer service.

2. Customer Shipment of Returned Merchandise.

- **Return Merchandise Authorization (RMA) Number.** No returns of any type will be accepted by Seller unless accompanied by a unique RMA number, which Customer may obtain by providing the following information to the product manufacturer Customer Service Department: customer name, product serial number, and details of Customer's issue with the product. Seller is not responsible for acquiring RMA numbers on any returned merchandise unless otherwise specified by Seller account manager

Customer has five (5) days to return a Product after the applicable RMA is issued. Seller reserves the right to refuse any UNAUTHORIZED returns: those that occur after the five (5) day period or those involving Products that are unaccompanied by valid RMA's.

- **Returned Products Must Be Complete.** All Products MUST BE returned one hundred percent (100%) complete, including all original boxes, packing materials, manuals, blank warranty cards, and other accessories provided by the manufacturer. Seller reserves the right to refuse the return of incomplete Products. In addition, Seller will charge a minimum fifteen percent (15%) restocking fee for returns that are accepted.
- **Responsibility for Shipping Costs.** Customer is responsible for the cost of shipping returned items; Seller is responsible for the cost of shipping replacements or exchanges of returned items and will match Customer's shipping method.

- Customer Shipping Insurance. Customer is strongly advised to purchase full insurance to cover loss and damage in transit for shipments of returned items and to use a carrier and shipping method that provide proof of delivery. Seller is not responsible for loss during such shipment.

3. Merchandise Damaged in Transit.

- Refusal/Receipt of Damaged Products. If a package containing items purchased from Seller arrives at Customer's address DAMAGED, Customer should REFUSE to accept delivery from the carrier. If Customer does accept delivery of such a package, Customer must: (i) note the damage on the carrier's delivery record so that Seller may file a claim; (ii) save, as is, the merchandise AND the original box and packaging it arrived in; and (iii) promptly notify Seller either by calling Seller Customer Service or by contacting the Seller account manager to arrange for carrier's inspection and pickup of the damaged merchandise. If Customer does not so note the damage and save the received merchandise and does not so notify Seller within fifteen (15) days of delivery acceptance, Customer will be deemed to have accepted the merchandise as if it had arrived undamaged, and Seller's regular return policy, as described in sections 1 and 2 above, and all current manufacturer warranties and restrictions will apply.

4. Credits

Any credit issued by Seller to Customer under this return policy must be used within two (2) years from the date that the credit was issued and may only be used for future purchases of Product and/or Services. Any credit or portion thereof not used within the two (2) year period will automatically expire.