

## GPS Nation Guarantee

The GPS Nation Guarantee one of the most comprehensive and customer friendly guarantees offered by any retailer. We're very proud of our unique guarantee, as it is a testament to our commitment to the products we sell, and most importantly to you, our customers. We hold ourselves to a higher service standard, and want you to know that we are not only here to offer great products at great prices, but we're also here to support you days, months, or even years after you have made your purchase. The GPS Nation Guarantee is a multi-faceted approach to sales support:

## 45 Day Returns

Our customers enjoy an industry best 45-day return period that begins the day your items reach your home or business. GPS Nation has a hassle-free return policy in place, meaning that we don't make you jump through hoops in order to return items for a refund or an exchange. We want our customers to have ample time to familiarize themselves with the GPS unit/accessories they order, and have created a generous return policy to support this. Take comfort in the fact that you can test drive the unit for 45 days to determine if it meets your needs! If for any reason you are not satisfied with your purchase, or simply change your mind, please contact us at [info@gpsnation.com](mailto:info@gpsnation.com) and we'll email you return instructions. If your correspondence with our return department is due to the fact that the item you received was defective, we will either provide you with a return label or add the cost of the shipping fees you incurred to the amount we refund you.

## Free Extended Warranty

At GPS Nation, we want you to be confident that you will get years of use out of every item you purchase from us. That's why we provide each customer that purchases an item from us with a free 1 year warranty extension. The extended warranty begins on the day the manufacturer warranty expires. What that means is that you will be under warranty for a period of at least 2 years from your purchase date. The first two years of the warranty cover all internal defects as well as parts and labor (excluding partial battery failure), ranging from: screen failure, storage failure, charging port failure, mechanical failure, electrical failure, button failure, speaker failure, microphone failure and complete battery failure. Now that's peace of mind! Should a warranty claim be made during the first year of the warranty, the defective item must be sent to the manufacturer's facility to be repaired or replaced. Sender postage will be paid by the customer whereas return postage will be paid by the designated repair facility.

GPS Nation retains the exclusive right to repair or replace (with a new, newly-overhauled, or factory refurbished replacement product) the device or software or offer a full refund of the purchase price at its sole discretion. SUCH REMEDY SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY FOR ANY BREACH OF WARRANTY.

*\*GPS Nation reserves the right to substitute a like-item rather than provide an exact duplicate of the dysfunctional product should a replacement be deemed necessary. In the event a replacement be deemed necessary, GPS Nation will only replace said unit once per order/transaction. In the unlikely event a customer receives a defective replacement, GPS Nation must be notified within 7 days of customer having received said item in order for remedial actions to commence. GPS Nation must be able to recreate the reported technical issue with the device. If the issue cannot be recreated, the item will be sent back to the customer.*

*\*\*GPS Nation reserves the right to modify the terms and conditions of this agreement from time to time.*

*\*\*\*The GPS Nation Guarantee Extended Warranty does not apply to government sales, business to business purchases, or resellers.*

## Paid Extended Warranty

Should you choose to purchase a 3, 4 or 5 year warranty plan, accidental coverage is included in your warranty plan. Accidental coverage allows for protection from both drops and spills should the unit be rendered defective/dysfunctional from said event. In the event an accidental warranty claim be deemed necessary, the first claim will be waived at no charge, whereas additional claims in excess of the first free claim will be assessed a 50% replacement fee.

*\*GPS Nation requires at least 80% of said unit's body be returned to GPS Nation's/manufacture's facility should an accidental claim arise.*

*\*GPS Nation reserves the right to substitute a like-item rather than provide an exact duplicate of the dysfunctional product should a replacement be deemed necessary. In the event a replacement be deemed necessary, GPS Nation will only replace said unit once per order/transaction. In the unlikely event a customer receives a defective replacement, GPS Nation must be notified within 14 days of customer having received said item in order for remedial actions to commence.*

*\*GPS Nation reserves the right to modify the terms and conditions of this agreement from time to time.*

## Lifetime Support

Continuing with our theme of unmatched product support, we offer free lifetime support on every product you purchase from GPS Nation and [gpsnation.com](http://gpsnation.com). You can call, email, or use the live chat application on our website to ask us any questions that you may have regarding your GPS unit or accessories. If you prefer that we call you, send an email to [info@gpsnation.com](mailto:info@gpsnation.com) and an associate will contact you within 1 business day.