



## **Order Cancellation**

Product orders and subscriptions may be canceled upon written request submitted via our Contact Us page received by Sensor Swarm at least 24 hours prior to shipment of the product related to the order.

## **Partial Refunds**

Subject to the terms below, customers may receive a partial refund for amounts paid for products and annual, but not monthly, subscriptions.

All refund requests require a Refund Authorization (RF) number. You may obtain an RF number by submitting a request on our Contact Us page.

Refund requests must be submitted within 30 days of the date product related to the order was shipped by Sensor Swarm.

Products related to a refund request must be shipped by customer to Sensor Swarm with the RF number. Customer shall bear all expense and risk of loss for product shipped to Sensor Swarm.

Partial refunds will not be approved if products related to a refund request are received by Sensor Swarm in any of the following conditions:

- Any product not purchased from Sensor Swarm.
- Any product that does not exhibit the described reason for the return (i.e., a return initiated for a DOA product that powers on and works properly upon inspection).
- Any product with missing, damaged, altered, or otherwise unreadable serial number label.
- Any product which appears tampered, customized, or altered in any way.

Partial refund amounts for approved refunds:

- Cellular Sensor Access Point (SAP) – amount paid less \$100 (annual only)
- Non - Cellular SAP (including wifi repeater and outdoor SAP) – amount paid less \$59.
- Sensor - amount paid less \$59.

## **Recycling Policy**

SensorSwarm is motivated to protect our environment and offers an account credit of \$9 for each sensor returned after its battery has reach end of life. SensorSwarm reserves the right to cancel this offer at any time for any reason.