

Returns

Data Group Industries, Inc. values our relationship with you and offers a return policy for most products that you purchase directly from Data Group Industries, Inc.. Under this policy, you may return to Data Group Industries, Inc., within the applicable return policy period, products that you purchased directly from Data Group Industries, Inc. for a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees.

Products, Services and Software

Unless you have a separate agreement with Data Group Industries, Inc. or except as provided in the section below, all products, services and software that is unopened or not implemented and still in its/their sealed package or, if delivered electronically, that has not been downloaded, may be returned within thirty (30) days from the date on the packing slip or invoice for a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees.

Exceptions to Data Group Industries, Inc.'s 30-day returns policy

- Application or Development Software or any other product that has been installed or developed by Data Group Industries, Inc. may not be returned or refunded unless you cancel the entire contract under the 30-day return policy, if applicable to your purchase (if not applicable to your purchase, you may not return application software or developed software).
- Remote Administration Services are not refundable.
- Consulting Services are not refundable and maybe canceled according to its/their contact.

Restocking Fees

Unless the product is defective or the return is a direct result of a Data Group Industries, Inc. error, a restocking fee of 15% may be charged on products, services and unopened software still in its/their sealed package, and on software that has not been downloaded if the software is delivered electronically.

How to Return

To return products, you must contact Data Group Industries, Inc. customer service (www.datagroupindustries.com) and receive a Return Authorization Number within the return policy period applicable to the product you want to return. You must obtain a Return Authorization Number in order to return the product. You must ship the products to Data Group Industries, Inc. within five (5) days of the date that Data Group Industries, Inc. issues the Return Authorization Number.

You must:

- Ship back ALL products you are seeking to return to Data Group Industries, Inc. At Data Group Industries, Inc.'s discretion, credit for partial returns may be less than invoice or individual component prices due to bundled or promotional pricing and any unadvertised discounts or concessions.
- Return the products in their original packaging, in as-new condition along with any media, documentation, and all other items that were included in the original shipment.
- Ship the product(s) at your expense, and insure the shipment or accept the risk of loss or damage during shipment.

Upon receipt of the complete returned purchase, Data Group Industries, Inc. will issue a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees.

Limited Lifetime Warranty

THIS LIMITED LIFETIME WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE, JURISDICTION TO JURISDICTION OR COUNTRY TO COUNTRY. DATA GROUP INDUSTRIES, INC.'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN PRODUCTS, SOFTWARE OR SERVICES IS LIMITED TO REPLACEMENT AS SET FORTH IN THIS LIMITED LIFETIME WARRANTY STATEMENT. FOR CANADIAN CUSTOMERS, EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY STATEMENT, DATA GROUP INDUSTRIES, INC. DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, FOR THE PRODUCT. FOR U.S. CUSTOMERS, ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN TIME TO THE TERM OF THIS LIMITED LIFETIME WARRANTY. SOME STATES, JURISDICTIONS OR COUNTRIES DO NOT ALLOW THE EXCLUSION OF CERTAIN IMPLIED WARRANTIES OR CONDITIONS, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU. THIS LIMITED LIFETIME WARRANTY COVERAGE TERMINATES IF YOU SELL OR OTHERWISE TRANSFER THIS PRODUCT TO ANOTHER PARTY. DATA GROUP INDUSTRIES, INC. DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED LIFETIME WARRANTY OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. DATA GROUP INDUSTRIES, INC.'S LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH DATA GROUP INDUSTRIES, INC. IS RESPONSIBLE. SOME STATES, JURISDICTIONS OR COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.