



Acceptance of Products

All orders shall be considered acceptable and without problems unless SecureTech Systems, Inc. is notified in writing within seven (7) calendar days of receipt of products. This includes any short shipments, incorrect products, damaged products or similar discrepancies. Once an order is received, products may only be returned with an authorization from Secure Tech Systems, Inc. at their sole discretion. Under no exception will returns be considered more than thirty (30) days after receipt.

Return Item Process

A Return Authorization is required for any items qualified to be returned. To request a Return Authorization, please submit the following information via email to sales@securetechsystems.com:

1. Name
2. Address
3. Order Number
4. Date product was received
5. Reason for return authorization request
6. Items authorized for return must ship within 10 business days to receive appropriate credit.

Return Item Location

Please return items to the following address:

SecureTech Systems, Inc.
4500 Fuller Drive, Ste 135
Irving, Texas 75038

Shipping for Returns

- Return shipping fees for malfunctioning products will be provided by SecureTech Systems.
- Return shipping fees, for any other reason, will be the responsibility of the customer.

Credit for Returns

If a return is authorized and a refund granted, an appropriate credit will be applied to the customer's account.

Return Shipping Packing

All items authorized for return should be packed in the original packaging. A repackaging fee may be applied if items are not returned in the original packaging material.