



PROTECT AMERICA™

Process Title: Cancellation and Return Policy

Process Description: Provides an outlined policy and overview of our customer cancellation and return policy so proper expectations can be set.

Departments Impacted: All

Date Last Updated: June 12, 2013

Process: Cancellation and Return Policy -

New Customer Sales:

A new customer (subscriber) has 14 days from the original shipment date to cancel their service with Protect America. The following conditions apply:

- The return package must be postmarked within 14 days of the original shipment date.
- The return postage paid package must be sent to:
 - Protect America, Inc.; 3800 Quick Hill Road; Ste. 1-100; Austin, TX 78728
- All equipment originally shipped to the customer, must be sent back to Protect America in full.
- Proof of return delivery may be requested if needed.
- A \$79.00 restocking fee will apply and be charged against the method of payment provided at the time of sale.
- The customer account and agreement will be cancelled when the equipment is delivered in full back to Protect America.

Same Day Cancels:

If a customer calls in to cancel their order and the order has not been shipped, we consider this a same day cancel. The following conditions apply:

- Whoever handles the customer call must send an email to samedaycancels@protectamerica.com to quickly alert them to pull the order.

- Account Services, Accounting and Inventory will handle their respective parts of the request and confirm progress of the request as needed.
- In the event the order has already shipped, CARE will alert the customer via email or phone to refuse the order. If the customer was unable to refuse the order, they should be instructed to send the equipment back immediately.
 - Customer should be advised that the Agreement cannot be cancelled until all of the equipment is properly returned. Proof of return delivery may be requested if needed.
 - The return postage paid package must be sent to:
 - Protect America, Inc.; 3800 Quick Hill Road; Ste. 1-100; Austin, TX 78728
- Verification that a same day cancel request was submitted should be done on all orders that were shipped before we could stop it.
 - If same day cancel request was submitted, cancellation of the account should be made upon receipt of the returned equipment. No restocking fee should apply.
 - If same day cancel request was not submitted, restocking fee would apply. Manager approval required in order to make an exception.

Additional Equipment Sales:

Existing customers who purchase additional home security equipment have 30 days from the date of purchase to return the equipment for a full refund. The following conditions apply:

- The return package must be postmarked within 30 days of the original purchase date.
- The return package must be sent to:
 - Protect America, Inc.; 3800 Quick Hill Road; Ste. 1-100; Austin, TX 78728
 - Customer is responsible for the cost of shipping the equipment back
- Proof of return delivery may be requested if needed.
- A restocking fee will not apply.
- Customers who want to return equipment past 30 days from the date of purchase should be told it is not eligible for a refund and that the equipment is theirs to keep.