



1 Enterprise Place ♦ Hicksville, NY 11801

Tel: (516) 933-4900 ♦ Fax: (516) 933-4910 ♦ sales@dwgsecurity.com ♦ www.dwgsecurity.com

Terms and Conditions

1. Privacy: We will not rent or sell your name, address, email address, credit card information or any other personal information to any third party. If you have purchased from us or have created an account with us, we may occasionally update you via email to announce special discounts or new features. If you do not wish to receive email from us, simply follow the instructions to unsubscribe.

2. Payment: We accept Visa, Master Card, American Express, and Discover for US Customers. Credit Card Orders will be charged immediately at time of order regardless of whether or not items are in stock. Please confirm stock on time sensitive orders before placing the order. If the order is cancelled before shipping, a refund will be less a 5% processing fee. To avoid the processing fee the customer can accept store credit in the form of a credit memo. If the order contains special order items (i.e. items that were ordered to fill the order), the credit or refund will also be subject to an additional 20% restocking fee. To get set up with an account on Credit Terms or COD terms, you must fill out a credit application which can be found on our Forms Page. Until your application is approved, all orders will not be shipped until full payment is received and cleared. We also accept wire transfers and payment via check or cash. International (Non US) orders must be paid via check in advance or wire transfer. Please call us for wire transfer instructions.

3. Shipping: All items are shipped with full insurance and signature required. DWG reserves the right to adjust shipping charges as needed to cover the actual cost of shipping and handling as determined by the warehouse. Cancelled, returned or refused orders may be subject to restocking fees.

4. General Return Policy: DWG offers a limited* 14 day return policy. There will be a 20% restocking fee on all returned or refused goods. Returns are only accepted on unopened, unused and restockable as brand new goods. After 14 days there are no returns on any items. If free shipping was offered on any items, the customer will now be responsible for the cost of the initial shipping in addition to the 20% restocking fee. All qualified returns will be credited in the form of store credit. If a refund is required, the refund will only be issued to the same card that was original charged less a 5% processing fee. This is in addition to any assessed restocking fees.

**There are absolutely no returns on special order items, custom items, cable products, DVRs and DVR Cards, software and computer components.*

An RMA number is required for all packages shipped to DWG by a customer, or the package will be refused automatically by our receiving department. To get an RMA number, please fill out the RMA request form from our Forms page.

5. Damaged Items: If you observe that the box in which your items arrived in appears damaged by the shipping provider, you must contact us immediately upon receipt so we can arrange an on-site evaluation by our Shipping Provider.

6. Warranty: The warranty is established and honored by the manufacturer of each product and not by DWG. DWG is acting as an agent to the manufacturer on behalf of the customer when handling warranty service for any product. If the manufacturer determines that the product is out of warranty, installed improperly, abused, or not defective, customer shall pay DWG any charges relating to the good as well as the replacement product if previously given in advance.

DWG encourages Customers to return products directly to the manufacturer or other approved service location for prompt warranty or other repair service. As a convenience to and on behalf of the Customer, DWG will ship products for warranty or other service to the appropriate vendor, in which event any repair, shipping or handling costs will be passed to the Customer.

I have read and agree to the Terms and Conditions as stated above.

Signature

Title

Date