

RETURN POLICY

Our goal is to ensure that customers are completely satisfied with their purchase. If you are not satisfied with your purchase and would like to request an exchange or return, please note the following.

If you have not activated your newly purchased PR Trackers device or accessory as you just changed your mind without even trying the device, you may return the item within 30 days from receiving your PR Trackers product for a full refund less associated shipping and handling fees. This is subject to the terms and conditions below.

Merchandise must be returned in its original condition and packaging with all components included. If you fail to return all items, PR Trackers may charge you up of \$25 additional restocking fee as necessary, since we have to pay for the missing components and repackaging. You are required to include the original receipt as proof of purchase.

For items not found defective and returned just because you changed your mind within the 30-day period and had been activated, PR Trackers will not refund the connection plan which was already paid to the cellular provider.

Should your item be determined to be defective after contacting our customer care department, PR Trackers will ship out a replacement unit within 48 hours and assist you with the activation. These are the steps to follow:

1. Request an RMA (Return Merchandise Authorization) number from PR Trackers Customer Support.
2. Package product and accesories and write your name, email, RMA number and order number on a note placed inside the package but outside of the product box and send to the provided address. Please do not mark anything on the box itself.
3. Please allow 14 days for RMA and refund to be processed.

Any unit damaged by misapplication or abuse will not be accepted for return. Our products are factory tested prior to shipping, so please ensure you have followed activation instructions and contacted customer care before requesting a return authorization.

Thank you, we trust you will enjoy your PR Trackers unit!

No Returns/Exchange on the following cases:

1. Over 30 days return policy period
2. SIM card has been tampered with/replaced.