



## WARRANTY CLAIM PROCEDURE

E-Collar Technologies Remote Dog Training Systems have a Two Year Full Manufacture Warranty. In the event your system is deemed defective by an E-Collar Technologies Representative, you will be provided a replacement for the defective item. If you are experiencing issues with your E-Collar, please call our Toll-Free number at 855-326-5527 or 260-357-0051 (int'l.) or email [sales@ecollar.com](mailto:sales@ecollar.com) for Technical Support while you have your system with you.

For us to effectively process your warranty claim we will troubleshoot with you to determine the correct course of action. We will need to know the following information;

- What model system you have
- What issues you are experiencing
- The serial number of the defective component
- Your Address, and contact information

## IMPORTANT INFORMATION REGARDING YOUR SERIAL NUMBER

If the serial number manufacture date for the defective component is outside of the 2-year Full warranty period, ECT will offer replacement components at discounted prices. Please keep in mind, the serial number does not provide us with the date you received your system, but the date that your system was manufactured. If you are unable to provide purchase or training information, E-Collar Technologies will use the manufacture date to estimate your warranty coverage.

We do have a 60 Day Money Back Guarantee for purchases placed directly through E-Collar Technologies.