

# Moultrie Mobile Warranty & Returns Policy

- Updated April 1, 2024

Your Moultrie Mobile Cellular Trail Camera comes with a 2-year warranty from the initial date of activation. Please see below for more information about Moultrie Mobile's warranty and return policies.

## WARRANTY & RETURN INFORMATION

If you purchased your item directly through Moultrie Mobile, you have 30 days from the date of purchase to return the item for a refund. For more details about Moultrie Mobile's return policies, please review the information below.

### **Return for Refund information for products purchased through Moultrie Mobile direct:**

- Only products purchased within a 30-day window can be returned for refund.
- The return authorization must be completed by the Moultrie Mobile Team.
- Please contact us at 844-908-1219 during business hours to begin this process.
- The Moultrie Mobile Team is available 7 days a week, between 7 AM – 5 PM CT.
- A return number and shipping instructions will be supplied to you by our Support Team.
- A restocking fee may be charged with any return to Moultrie Mobile.
- **The purchaser is responsible for the cost of shipping goods back to Moultrie Mobile.**
- **Moultrie Mobile does not refund original shipping and handling charges on returned items.**

For all other returns, please call one of our service technicians during business hours, or through the **Submit a Ticket** option if after hours, to explain the problem you are having with your

product. Our Team will help to determine the next step based on your individual case and will provide you with further instructions. Some information we will require:

- Full Name
- Non-PO Box Return Address
- Telephone Number
- Email Address
- Description of the Problem
- Proof of Purchase

**PLEASE BE ADVISED:**

- Remove all accessories (i.e., SD cards, batteries, solar panels, etc.) before shipping. Any accessories received by Moultrie Mobile cannot be returned.
- It is recommended that you ship your package in a traceable manner. If we do not have a record of receiving your product, you will be asked to provide tracking details. Moultrie Mobile will not be responsible for any products that we do not have a record of receiving.
- International customers may be subject to duties, fees, and taxes assessed to any returns – whether in or out of warranty – as imposed by their home country. Moultrie Mobile has no control over these charges and must comply with the laws of the countries we serve. We appreciate your understanding in this matter.
- Moultrie Mobile warranty does not cover items that have been abused or previously repaired by someone other than Moultrie Mobile.

**WARRANTY COVERAGE:**

Our warranties cover manufacturer’s defects as determined upon testing at the sole discretion of Moultrie Mobile for two (2) years from the initial date of activation. If the product is determined to be defective, Moultrie Mobile will replace the product under warranty. If the same model is not available, we will substitute with the closest equivalent model, which can include new and/or refurbished, tested cameras. This excludes any sales, accessories or refurbished items.

*Discounted and Refurb Products:* All discounted and refurbished items purchased from Moultrie Mobile are covered for 90-days from date of purchase.

**WARRANTY DISCLAIMER:**

Our warranties do not cover any failures or defects caused by one or more of the following: incorrect installations, abuse, alterations or modifications not performed by Moultrie Mobile, poor handling, misuse, accidents, improper packaging, abnormal use, insects, wildlife damage, incidental physical damage, shock, power failures/surges, lightning or weather-related conditions. Warranty does not apply to any product or part thereof where the original serial number has been altered, modified, defaced, or removed. Warranty does not cover damage or loss as a result of transportation of the products.