



Warranty and Return Policy

Water Protec™ Customers who need to return a direct purchase from **Water Protec TP Products Inc** may, within 15 days from order date, return any unused, resaleable product in original packaging with all manuals, accessories, and documentation to us for a full refund of the purchase price minus a 15% restocking fee. Shipping charges are not refundable. If you are returning a product that were incorrectly shipped by us, all shipping charges for that product will be refunded and the restocking fee will not apply. This policy does not include items purchased from other retailers. Return those items directly to the original retailer.

All returns, regardless of reason, require a "Return Goods Authorization Number"

To request a Return Authorization Number (RGA#), please send e-mail support@water-protec.com or call **Water Protec TP Products Inc** Customer Support at : (613) 777-5135 and provide the following information:

Customer name and order number
Product part number or serial number
Reason for return

Ship Prepaid (postage due shipments will be refused) to:

Water Protec TP Products Inc
626 Betusy, Terrebonne, Québec, J6Y 0A5
219 Front Road, Hawkesbury, Ontario, Canada K6A 3C8

Two-Year Limited Warranty: Water Protec TP Products Inc. Warrants its **Water Protec™** wireless sensor cut off valve system components against defects in material and workmanship for a period of two (2) years from the date of original shipment and product has been registered through water protec web site at www.water-protec.com. **Water Protec TP Products Inc.** Warrants its **Water Protec™** stainless steel electronic water cut off valve component against defects in material and workmanship for five (5) years. In the event that such defects appear within the warranty period, **Water Protec TP Products Inc** will, at its option, and upon written notification thereof and substantiation that, the product(s) have been stored, installed, maintained and operated in accordance with **Water Protec TP Products Inc.** recommendations and standard industry practice, repair or replace the product without charge. All products repaired or replaced under this warranty will be returned to purchaser ground freight prepaid by **Water Protec TP Products Inc.**

Exceptions to Warranty

This warranty shall be invalidated by any abuse, misuse, misapplication, improper installation, modification, or disassembly at any place other than the point of original manufacture.

This warranty does not cover system damage due to extraneous events unrelated to the workmanship or material of the system including but not limited to power fluctuations, lightning, condensation, floods, fires, etc. Warranty will be voided if the original serial number on the product is removed, whether by accident or intentionally.





Missing Items: Missing items from your order MUST be reported to [Water Protec TP Products Inc.](#) within 15 business days from the invoice date or the claim will be denied. All claims are subject to verification by [Water Protec TP Products Inc.](#)

Damaged Items & Inspection: Please inspect your [Water Protec™](#) products upon arrival to check for any damages to the product. All claims must be reported to [Water Protec TP Products Inc.](#) within 15 business days from the invoice date or your claim will be denied.

Diagnostic Service: Our technical support team will be happy to help trouble-shoot possible defective units via phone (613) 777-5135 or email at support@water-protec.com during normal business hours. Many issues can be resolved using this free service. If system components returned to [Water Protec TP Products Inc.](#) for repair or replacement are deemed to be working properly and not defective, the customer will be charged a \$45 diagnostic fee and will be required to pay for return shipping.

Out of Warranty: Items will be charged \$45/hr for labour and diagnostics (1 hr minimum) plus the prices of repair parts and return shipping & handling costs. In the event a system is determined to be Out of Warranty, [Water Protec TP Products Inc.](#) will advise the customer of a repair estimate and obtain permission to proceed with repairs prior to incurring any repair charges.

Abandoned Product Policy: If a customer refuses to pay for return shipping as set out in these warranty guidelines, [Water Protec TP Products Inc.](#) will hold the product for up to 45 days after which the product will be considered "abandoned" and [Water Protec TP Products Inc.](#) will relinquish responsibility for the product and will dispose of the product accordingly.
