

## RangePal Golf Products Terms & Conditions

### Shipment

All orders will be shipped 3 to 5 business days after order is placed. If you need to know the status of your order, please email: RangePal@yahoo.com or phone us at the number provided.

E-mail: RangePal@yahoo.com

Phone: 1.229.254.8574 | M-F 8:00am - 5:00pm EST

### Refund Policy

Merchandise purchased at www.RangePal.com may be returned to us within 30 days from the date of receipt provided that they are returned brand new and in the original packaging. Return the goods with a note that includes your request, order number, full name, email and we'll contact you when it arrives to arrange credit. The customer will be responsible for the postage costs to return equipment to us. We will attempt to sort out a problem within 5 days of receiving the complaint. Please report non-delivery after 7 days of placing the order. IT MUST BE before 21 days if delivery/non delivery is within the USA . If an item needs replacing, please phone or email within 14 days of receiving the goods so arrangements can be made as quickly as possible.

If goods are faulty, damaged or different from those ordered, please contact us within 7 days of you receiving the order. We will replace/repair faulty goods free of charge within one year of purchase under manufacturer warranty.

If goods are ordered and shipped in error we will refund the purchase price in full, if sent back within 7 days of your receiving the order. Customer is responsible for return shipping costs.

Please send Returns to:

RangePal Golf Products  
PO Box 844  
Donalsonville, GA USA 39845

If the goods are faulty, damaged or different from those ordered, please contact us within 7 days of you receiving the order. We will replace/repair faulty goods free of charge within one year of purchase under manufacturer warranty.

Please send Returns to:

RangePal Golf Products  
PO Box 844  
Donalsonville, GA USA 39845

### Cancellation Policy

An order may be cancelled without reason 7 days after being in receipt of the order. Payment for the goods will be refunded within 30 days of receipt of the returned goods. Customer is responsible for return shipping costs.

Please send Returns to:

RangePal Golf Products  
PO Box 844  
Donalsonville, GA USA 39845

Important: If you contact us after the given number of days above, RangePal Golf Products has the right assume that the order has progressed to completion. You will not have the automatic right of a refund.

### What information do we collect?

When you order we need your name, shipping address, e-mail address, credit card or debit card number and expiration date. This allows us to process your order.

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### **How do we protect your information?**

Your personal information provide to complete the purchase will be held strictly and securely in accordance with our internal security policy.

### **Do we use cookies?**

No. RangePal.com uses the latest software from Microsoft with ASPNET 3.5 framework that has features where we do not need to use cookies.

### **Will we sell your information?**

RangePal.com does not sell any information about their customers, it's as simple as that. We will not forward your details on to any third party at any time.

If you have any comments about our privacy policy then please contact us:

Email: RangePal@yahoo.com

Phone: 1.229.254.8574 | M-F 8:00am - 5:00pm EST

Or write to:

RangePal Golf Products  
PO Box 844  
Donalsonville, GA USA 39845

### **Representation of Goods**

While every attempt is made to accurately represent the products that we sell, product pictures are only intended as a guide and may not be identical to supplied goods. If you feel that a product description or picture is inaccurate or misleading, then please let us know and we will do our best to correct it.

### **Complaints Procedure**

Our aim is to deal with any problems and difficulties quickly and fairly. We will do this by: monitoring all complaints and suggestions to help us identify what is going wrong and how we can improve.

If you feel you have a complaint then please contact our Customer Services department:  
E-mail: RangePal@yahoo.com and/or Phone: 1.229.254.8574 | M-F 8:00am-5:00pm EST.

Or write to:

RangePal Golf Products  
PO Box 844  
Donalsonville, GA USA 39845

You will be informed within 5 working days of our reply to your complaint. We will explain what actions we intend to take to resolve the complaint.

### **Credit/Debit Card Security**

All financial transactions carried out with RangePal.com take place using secure servers. All information is encrypted using state of the art SSL software. This software ensures that no third party can access your details.