

ARP Control Satisfaction Return Policy & Warranty

Happy Campers: We at ARPC LLC want our customers to be satisfied. If the original purchaser is not satisfied with the ARP Control, and has met all requirements in this document, the entire ARP Control kit may be returned for a refund or replacement not to exceed the original purchase price of the control within 45 days of the original purchase date of the product. We request all our customers make a *good faith effort* to resolve issues with ARP LLC directly. We do our best to clearly communicate and resolve any issues with our customers thereby insuring the consumer experience is agreeable and successful.

Before Opening Product Package: Upon shipment of the ARP Control the buyer is sent an email with a link to download the manuals along with a tracking number to insure goods are provided. Further, information is also found for pre-purchase on www.ARPRV.com. It is the duty of the purchaser of the ARP Control to do their **due diligence** before opening the package that the merchandise came in so that the end user of the ARP Control can decide if the purchaser or a RV Tech needs to install the product, ARPC LLC will provide **technical service** by email when needed. In addition, the purchaser needs to confirm that the product meets their needs **as described** on the website where purchased. ARPC LLC products have the **legal description** by US Patent 8,056,360, also our home page, product page, and purchase page all **describe** the product that is being purchased. Therefore, the buyer acknowledges that they are aware of what type of product is being purchased, and by the act of purchase the purchaser had preformed the **due diligence** to determine that the product is **as described** and meets their needs. If the merchandise is returned in its original packaging, complete and unopened, a refund minus shipping, handling, and banking fees will be issued as long as the ARP Control is returned within 45 days from the purchase date, the merchandise shall be in its original sealed bag and must not have been altered or installed, or be physically damaged (please see Shipment of Product below). All **opened or tampered packages** will be charged a restocking, repackaging, and a testing & inspection fee which will be deducted from any refund.

Post Opening Product Package: Each ARP Control undergoes **extensive quality control testing** before the customer receives the product in order to ensure that product is **as described and free from defects**. All components are verified to work on a test bench simulating real world conditions. In addition, end user **post-installation tests** verify the function of the **product as described**. If any problems are encountered, please contact ARPC LLC, we are happy to help. Upon opening the package that the ARP Control came in, the **packing list** shall be used to confirm the contents of the package and download the installation instructions. Contact ARPC LLC immediately if anything is missing. If an issue arises where the purchaser wants to return the product, carefully verify that there is indeed a problem with the ARP Control and submit your findings with any refund or warranty request immediately. If control is returned for an **assumed defect**, and ARPC LLC cannot find a defect, a testing fee may apply. We at ARPC LLC are here to help; we hope to resolve any issues before a return would be considered by the original purchaser of the product.

Tariffs, COVID-19 & Return Expenses: Business expenses have to be covered by folks that request our services. The cost of doing business has increased due to tariffs (25%), air freight is triple what it was before COVID-19, and our manufacturing expenses have also increased. We have not raised our prices to reflect these changes; as a result we charge a minimum return fee of 35% of original purchase price. Return fees are determined once qualifying item has been returned and inspected.

Return Requirements: Contact ARPC LLC before any return for the proper return procedures and proper mailing address. Return procedures are listed in the footer of each of our web pages to make it easy for the end user to make a return. All returns shall be accompanied by a detailed accounting of why and how the ARP failed to perform the function for which it is intended. No refunds will be issued without accounting of why the ARP did not perform as represented, or why the customer was dissatisfied. If the merchandise has been removed from its bag, has been installed, or has missing and/or damaged parts, a fee will be assessed and deducted from the refund. We want our customers to find value in our product, any deduction from the refund amount will be reasonable. The shipping date for any product starts a one month resolution period, if the product is left with ARPC LLC for a period greater than a month, the product is considered abandoned. ARPC LLC cannot provide storage for abandoned product, therefore the product may be disposed of, and/or a storage fee may be accessed.

The ARP Control has a 6-month Limited Warranty for the parts and manufacturing of the control. At the sole discretion of ARPC LLC it is determined that a component or manufacturing step is defective; ARPC LLC will repair or replace the control in question. The ARP internal relay controlling the fridge and the relay controlling the fan is not warranted for failure; please follow the **General Install Guide** wiring sequence and see the Warranty Information for further details on **power limitations**. If the end user of the product claims to have suffered damages due to the product, ARPC LLC shall be contacted immediately to prevent spoliation of evidence. ARPC LLC shall be giving the opportunity to investigate any damages before they can be altered or modified. All scientific methods of investigative procedures shall apply for evidence gathering to verify any claim.

Shipment of Product: The original purchaser is responsible for all shipping, handling, and/or any unforeseen expenses associated with returning the unused product to ARPC LLC so that an inspection can take place so as to confirm that the terms of this document have been met for issuing a refund. ARPC LLC will provide return instructions to the original purchaser, and the product shall be **received by ARPC LLC within 15 days** of ARPC LLC issuing the return authorization. ARPC LLC cannot be held responsible for errors in shipping including but not limited to shipping loss or damage. ARPC LLC encourages **shipping insurance** so that the original purchaser can resolve any shipping grievances directly with shipping providers. All shipments to ARPC LLC are required to have a **tracking number**; this tracking number has to be sent to ARPC LLC as soon as it is available.

The buyer has agreed to ARPC LLC Terms and Conditions upon purchase of the product and upon downloading of the required documents for installation and use of the product. By agreeing to the ARPC LLC Terms and Conditions, the buyer has agreed to the entire contents of this document, **arprv-returnpolicy.pdf**. This document does not alter the initial sale agreement terms and conditions. If the original purchaser of the ARP Control has grievances that are outside the bounds of this document, they shall be taken up with the reseller of the product if applicable. ARPC LLC is not responsible for resellers or their refunds. The receiver of product agrees to pay the banking and or financial institution including point of sale/purchase fees incurred by ARPC LLC. The receiver of product agrees to pay all legal fees incurred by ARPC LLC if collection of payment is required and/or false claims are made by end user. All correspondence such as and not limited to requests for ARPC LLC product via e-mail is considered legally binding and **proof of purchase**.

This policy is subject to change without notice.