



Guardian Warranty Support—Return Policy and Procedures

In-Warranty Products & Parts

The warranty support program will compensate participating companies for service calls on Guardian residential garage door openers still in the warranty period.

Claim Process

1. While on site, the installing tech or company rep, call Guardian professional dealer technical support at 972-889-9910.
2. Guardian technical service will assess the issue and advise the technician on corrective actions. If defective product was determined to be cause of the in-warranty call, the participating company will be reimbursed \$50 and provided free-of-charge replacement parts.
3. To claim the warranty support compensation, the technician/rep must:
 - a. Provide Guardian tech support with his/her contact information (name, phone and email).
 - b. Mark, as instructed by Guardian tech support, date, defect and technician's name on any item to be returned.
 - c. Return defective parts or operator to Guardian or Guardian dealer/distributor. (May consolidate for Guardian rep pickup or RGA)
 - d. Guardian will provide free-of-charge replacement parts or operator in exchange for the returned item. Replacement parts or operators will be provided free-of-charge on the next participating dealer's order (if timing allows).
 - e. The service call reimbursement will be in the form of a \$50 account credit for direct accounts or gift card if through distribution.

Warranty support compensation will not be provided for service calls related to faulty garage door opener installations, garage door malfunction, customer training on the proper care and use of the garage door or garage door opener or accessories made by other manufacturers.

RGA Process

To initiate a return of in-warranty accumulated items, a Returned Goods Authorization (RGA) must be obtained by calling 956-998-4011 x205 or by sending an email to orders@adhguardian.com.

The following information must be provided:

1. Customer's Name

2. Customer's Contact Name
3. Customer's Shipping Address
4. Customer's Telephone Number and email address
5. The Item or Models Number(s) of the items being returned
6. The Quantity of each item being returned
7. The Item's Serial Number or Date Code (There is a label on all Guardian garage door openers that indicates the year, month and production sequence of the opener. For example, a number "18121001" indicates "YRMOSEQU" 2018, Dec, 1001st unit produced during the month. Parts will have a 4-digit year and week code. A "YRWK" of 1925 indicated a manufacturing date of 2019, 25th week.)
8. Brief description of the defect of each item returned

A Guardian issued RGA document will be provided and must accompany the returned product. The RGA document will provide details on product disposition. The RGA number must be written on the carton(s) in which returned product is shipped. All items must be returned in their original packaging or similar packaging to prevent damage in shipping, freight prepaid to the Guardian return center indicated on the RGA. Returns received without proper authorization may be refused. Guardian will not be responsible for any items returned without proper authorization or identification.

Guardian will inspect the return goods, notify customer of disposition and issue appropriate credit. Guardian reserves the right to repair the returned products received or replace with new or reconditioned product. Repaired or replaced items will be returned to customer freight prepaid.