

Aroga Return Policies

15 Day Return Policy

Aroga will offer a refund provided that the product is in brand new condition** (sellable as brand new) and contains all instruction books, cords, accessories, software CDs, and any other items that were originally included with the product. All merchandise is visually inspected upon receipt for signs of wear and tear prior to the issuance of any refunds, exchanges or credits. A 10% restocking fee will apply.

Aroga will charge a 20% restocking fee if the product is missing any items that were originally included with the product, if the product is returned without its factory packaging or if the factory packaging has writing on it or is damaged. In addition, replacement cost of the missing items will be deducted from the refund, including the cost of the replacement item and any charges to have the replacement item shipped to Aroga.

If the product is not in acceptable return condition** Aroga will refuse to accept the return and will not authorize any refunds.

No returns will be accepted after 15 calendar days from receipt date.

Software that has had its factory seal broken is not returnable.

Items that are designated as "Special Order Items" are not returnable.

** Aroga reserves the right to classify the condition of any product. Brand new condition means that there are no scratches, marks, or blemishes and that the product is complete

30 Day Return Policy

Aroga's no-charge, 30 day return policy applies only to large print CCTV systems. Customer is responsible for return shipping. All return policies and procedures are the same as our 15 day return policy except that the 10% restocking charge is waived. A 10% restocking fee will be charged if the product is returned missing any items that were originally included with the product.

Return procedure.

Call your nearest Aroga office within 15 days of receipt of product. A sales person will enter a return order and provide you with a return order number.

Ship your item back to Aroga's Vancouver office:

Aroga Group Inc.
Returns Department
150-5055 Joyce St.
Vancouver BC
V5R 6B2

Customer is responsible for the return shipping fee. The item must be returned prepaid, via a means of shipping which provides a tracking number. Customer is responsible for packing the item to be returned properly. Insurance of the shipment is at the customer's discretion and expense. All collect charge shipments will be refused by our shipping department.

Allow 2 weeks for return processing. Returns take approximately 2 weeks to clear and process. Credit card purchases are credited back to the original credit card. All other purchases are refunded by company cheque.