

Returns & Refund Policy

(RanchDL is a brand of Ranch Systems, Inc.)

1. Eligibility for Returns

RanchDL accepts returns for most RanchDL-branded dataloggers, accessories, and sensor bundles purchased directly through the RanchDL website within ten (10) days of delivery. Returned products must be:

- In original condition and packaging with all cables and documentation
- Unopened and unused
- Accompanied by the original order number or invoice

Custom assemblies or special-order configurations are non-returnable unless defective.

2. Return Authorization (RMA)

All returns require a Return Material Authorization (RMA) or Case number issued by Ranch Systems. To request an RMA, email sales@ranchsystems.com with your order number, items to return, and reason for return.

Returns received without a valid RMA number will not be accepted and will be returned to sender at the customer's expense.

3. Return Shipping

Return shipping charges must be prepaid by the customer. RanchDL does not accept collect or COD shipments. All products must be returned in their original, unopened cartons. Goods returned in opened or damaged cartons may be refused or subject to additional inspection and repacking fees.

RanchDL recommends using a trackable and insured shipping method.

4. Restocking Charge

Authorized returns are subject to a minimum restocking charge of twenty percent (20%) of the product's purchase price. Additional charges may apply for inspection, repacking, or incomplete returns.

5. Refunds

Once returned items are received and verified, refunds (less applicable restocking and shipping charges) will be issued to the original payment method. Refunds are not available for discontinued items or products damaged by misuse, improper installation, or modification.

6. Defective or Incorrect Items

If you receive a defective or incorrect item, contact sales@ranchsystems.com within ten (10) days of delivery. We will arrange a replacement or full refund once the issue is confirmed.

7. Non-Returnable Items

- Software licenses or digital products
- Items damaged by misuse, improper installation, or unauthorized modification
- Products not purchased directly from RanchDL or Ranch Systems
- Discontinued or clearance items

8. Questions

For any questions regarding this policy, contact us at: **sales@ranchsystems.com**