

Four Door Media

Wireless Optical Car Mouse

"Cruise the Web in Style!"™

Product Limited Warranty and Return Policy

Return Procedures for All Products:

Read Four Door Media's complete [Warranty Policy](#) and/or [Return Policy](#) before sending items back to 4DM. If you wish to return your item to 4DM (within 14 days of purchase), or if you believe that the product you received is defective and you are within the 6 month warranty period, the first step is to submit an [online RMA request](#) via the Website. An RMA number is required and allows both parties to track the return easier and faster.

After receiving your RMA number, take great care in packing the item(s) with the original packaging, USB receiver, Proof of Product Registration, a copy of the original invoice and order number, packing slip, and a copy of the completed RMA Return Request Form. **Customers are responsible for the shipping cost of shipping items back to 4DM.** 4DM is not responsible for any package lost during shipment. The RMA number must be clearly written on the outside of the box or the return may be refused.

Once you have received your RMA number, no phone call or e-mail is necessary. However, if you have questions on 4DM's RMA policies and procedures, which cannot be answered by reading the complete policy or highlights below, please use our [Help Desk](#) for customer service support.

Limited Warranty Highlights:

- 6 month limited warranty on all products.
- If the item is found to be defective, 4DM commits to issuing its customers a working replacement within the warranty period.
- All package contents must be enclosed with the return, including the USB receiver for all wireless mice.
- A copy of the packing slip and/or receipt, along with the order number must be included with the RMA package. Original packaging should be included with the return.
- Returned items must not have any signs of abuse or intentional damage. 4DM carefully inspects returned items upon receipt before issuing refunds, credits, or exchanges.
- Merchandise should be carefully packed and insured for the full purchase price and shipped via traceable means.
- No walk-in return / replacement service is accepted.
- Buyer is responsible for shipping charges incurred to send products to 4DM.
- 4DM is responsible for the cost of ground shipping of the replaced item(s) back to customers.
- A refund may be issued, if replacement is not available.
- If the item is not deemed defective, the return may be subject to a 15% restocking fee.
- RMA Form must be completed, signed and enclosed.
- All products must be registered, prior to receiving an RMA number.

For complete warranty information, please refer to: [Road Mice Six month limited warranty](#)

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Highlights of Product Return Policy:

- Products may be exchanged for similar products of equal or lesser value.
- All returns are subject to a 15% Restocking fee.
- All returned merchandise must be in like-new, working order.
- Damaged items are not eligible for warranty or exchange (unless damaged during original shipment and documentation is provided).
- Products still in their original, sealed packaging are eligible for reimbursement, but subject to restocking fees.
- Returned items must not have any signs of abuse or intentional damage. 4DM carefully inspects returned items upon receipt before issuing refunds, credits or exchanges.
- All contents of package must be returned (including receivers for wireless mice).
- A copy of original purchase receipt and order number (Proof of purchase) must be included.
- RMA Form must be completed, signed and enclosed.
- All products must be registered, prior to receiving an RMA number.

Shipping:

Customers are responsible for the shipping cost of shipping items back to 4DM.

Non-Covered Item Disclaimer:

LIABILITY IS LIMITED TO THE COST OF REPAIR OR REPLACEMENT OF THE PRODUCT. Four Door Media, Inc. SHALL NOT BE LIABLE FOR:

1. DAMAGE TO OTHER PROPERTY CAUSED BY ANY DEFECTS IN THE PRODUCT, DAMAGES BASED UPON INCONVENIENCE, LOSS OF USE OF THE PRODUCT, LOSS OF TIME, LOSS OF PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOSS OF GOODWILL, INTERFERENCE WITH BUSINESS RELATIONSHIPS, OR OTHER COMMERCIAL LOSS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES
2. ANY OTHER DAMAGES, WHETHER INCIDENTAL, CONSEQUENTIAL OR OTHERWISE
3. ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY
4. PRODUCT THAT HAS BEEN DAMAGED THROUGH MISUSE, ABUSE OR MISHANDLING, INCLUDING WITHOUT LIMITATION THE UNAUTHORIZED MODIFICATION OF THE SYSTEM AS A WHOLE OR ANY INDIVIDUAL COMPONENT, AND/OR THE ATTACHMENT OF PERIPHERAL DEVICES

BY MAKING A PURCHASE, CUSTOMERS ARE AGREEING TO BE BOUND BY FOUR DOOR MEDIA'S WARRANTY, RETURN, AND EXCHANGE POLICIES.