



**415 Oser Avenue, Suite Q • Hauppauge, NY 11788  
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### **RETURN POLICY**

During installation, if a product does not appear to function properly the installer must call Janus Technical Support at 800-527-9156, Monday through Friday. If the technician determines that the product is not functioning, a Return Authorization (RA) number will be issued, allowing the installer to return the product directly to Janus for repair, replacement, or credit. Returns with no fault found will result in a bench charge plus shipping costs. Returns without an RA number will result in a restocking charge of 25% or more plus shipping costs.