



## Terms & Conditions

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**Unauthorized use of this website may give rise to a claim for damages and/or be a criminal offense.**

## **SHIPPING**

● All packages are usually sent within 48 business hours after payment is cleared. All orders shipped within United States will be sent via USPS and will include free tracking service provided via email. If you prefer, UPS is also available upon request. Just contact us for an estimate and one of our representatives will contact you as soon as possible. All orders are processed in our warehouse located at 602 PORSCHE AVE. SEBRING, FL 33072

● **All international shipping will be submitted to an estimate. Normal shipping fee not apply.**

● Shipping costs include handling and postage costs according to current rates. We encourage our clients to group all items in one order to save on shipping costs as these will be applied for each individual order.

● The customer will be responsible for the cost of return shipping charges, even if the item is under warranty.

● ECM OPTIONS LLC will not be held responsible for the following: shipping delays due to weather conditions, delays encountered by postal carrier or for incorrect address information provided by the client.

● Local clients will be able to pick up orders at our warehouse during business hours. Our business hours are: Monday through Friday from 7:00am to 5:00pm and Saturdays from 8:00am to 1:00pm.

## **PAYMENT METHODS**

● We currently accept Visa, MasterCard and PayPal as payment methods for phone and online orders.

● All sales are subject to the 7.5% FLORIDA sales tax.

## **WARRANTY AND RETURN POLICY**

- ECM OPTIONS LLC offers a 6 months EXCHANGE warranty in all our products, starting from the date of purchase and a 7-day full money back satisfaction guarantee with 20% restocking fee. Our satisfaction guarantee includes a full money back refund for any aesthetic defects, part number mismatch errors or incorrect item descriptions. Our satisfaction guarantee is limited to 7 days for any claim or full refund after purchase. After 7 days you will not be eligible for a FULL money back refund.

- To file a claim, all customers are subject to completing our RMA (Return Merchandise Authorization) form. Communication is very important to us and we invite all our clients to contact one of our customer service representatives for immediate assistance. Once we receive the item the refund process may take up to 48 business hours.

- Until you complete the RMA and contact us, your return or claim will be considered “Not Authorized”. Items sent to ECM OPTIONS LLC without starting a claim process with a properly authorized RMA form, will be not be eligible to claim after 15 days. The seller reserves the right to claim possession of the item if no claim is received during those 15 days.

- All electronic components are tested before they leave our facilities in order to guarantee proper functionality and efficiency. If the returned item shows any signs of burnt components, water corrosion, open or short circuits due to battery reverse polarity, alterations in the warranty labels, or any physical damage caused by a collision or impact, the warranty will be automatically rejected. The buyer must send a copy of the RMA with the return product to ECM OPTIONS LLC and e mail of RMA as well.

- The buyer acknowledges and agrees that ECM OPTIONS LLC is not responsible for its client’s expenses due to misdiagnosis, module programming, additional installation labor costs, any other external services or loose merchandise during shipping.

## **Privacy Policy**

### **COLLECTION OF PERSONAL INFORMATION**

When you use our Products or Website, you may be asked for personally identifiable information such as your name, address, email address, and telephone number. By using our Products or Website you are agreeing to the terms of this Privacy Policy. You may withdraw your consent at any time by emailing us at [ecmoptions@gmail.com](mailto:ecmoptions@gmail.com). We will return or destroy your personal information within five days of receipt of your withdrawal of consent.

### **COOKIES**

Cookies are small data files that a website you visit may save on your computer or handheld device that usually include an anonymous unique identifier. Our Websites and those of our Products may use cookies for user authentication, keeping track of your preferences, promotional campaigns, tracking our audience size and traffic patterns, and in certain other cases. We may include small graphic images in our email messages and newsletters to determine whether the messages were opened and the links were viewed.

### **SECURITY**

The security and safety of our Website is a serious matter to us. Where applicable, we undertake security steps, including use of SSL technology, on our back-end systems that store customer account information and to protect data transmissions. However, this is not a guarantee that such data transmissions cannot be accessed, altered or deleted due to firewall or other security software failures. If you have any further concerns about security, please email our Customer Service team at [info@ecmoptions.com](mailto:info@ecmoptions.com).