

Limited Product Warranty

Yost Engineering Inc (“YEI”) warrants the media and hardware on which products are furnished to be free from defects in materials and workmanship under normal use for sixty (60) days from the date of delivery. No warranties exist for misuse. YEI will repair or replace any defective product which is returned within this time period.

Consumer Returns

Software may be returned within 30 days of delivery for credit or refund, only if unopened and uninstalled. Contact support@yostengineering.com to request a prepaid UPS return label. The return shipping charges will be deducted from your refund.

Hardware may be returned within 30 days of delivery for credit or refund, only if unopened and unused. Hardware with custom features and custom set-up may not be returned except in accordance with the Limited Product Warranty. If hardware has been opened but is unused and is returned within 30 days of delivery, a partial refund may be provided at YEI's discretion. Partial refunds provide the purchase price, less shipping, less a 15% re-stocking fee, less the charges for any parts, materials, or manuals which are deemed not resalable due to damage, wear, or loss of merchantability. Contact support@yostengineering.com to request a prepaid UPS return label. The return shipping charges will be deducted from your refund.

Distributor Returns

All returns must be made to the original point of sale. YEI does not provide consumer refunds for sales made through distributors or other third-party vendors. No returns are accepted from distributors without prior written agreement.

Quantity Discounts

Any quantity discount granted on the original sale will be adjusted when returns are processed, and lost discounts will be deducted from the refund amount.

Technical and User Support

All products include telephone (toll-free in the USA) and email support. This includes general questions about software installation, upgrades, program use and troubleshooting, hardware use, device programming, and troubleshooting. Software products also include web, email, and telephone-based training. Subscription-based products are supported at no charge only during the subscription period.

Hardware Repairs

To request hardware repair outside of the Limited Product Warranty, request a prepaid UPS return label from support@yostengineering.com. The return and re-shipping charges will be applied to the credit card on file. YEI will provide a repair estimate to Buyer prior to performing repairs, and get Buyer authorization. If Buyer elects not to repair, Buyer must pay shipping costs for the return of the hardware within 30 days, or Buyer will be deemed to have authorized YEI to dispose of the unit(s).