
Return Policy

We, at RAPID VIGIL pride ourselves on providing great customer experience by offering quality products and services. If for some reason you are not completely satisfied with your new product, we would like the opportunity to work with you to resolve your issues and ensure that your experience with RAPID VIGIL leaves you delighted.

In the event that you will wish to return your product, here are a few things you should know:

- Return product up to SEVEN days from the date of Invoice. A 15% restocking fee will be charged.
- You are responsible for shipping the product back to RAPID VIGIL and for the costs associated with that shipment.
- It is important that you return everything in the product pack and all original power cords, software, manuals etc. must be included in its original packing.
- We will credit your account for the price of the product minus 15% restocking fee.
- Any product that is returned to RAPID VIGIL for replacement or credit without all original power cords, software CDs, Manuals, etc. will be charged a 25% restocking fee and only receive partial credit.

Procedure for products return:

1. Contact your sales Rep. to get a Product Return Form
2. Fill out the Product Return Form and email a copy to your RVS Sales contact.
3. We will issue a RMA number associated with this return, after checking the information provided and determining it is a returnable product.
4. Repack products with all original packaging, and arrange to have it shipped back to RAPID VIGIL.
5. Please mark the RMA number on the outside of the package and include a copy of the Return Request Form with the package. All returned packages without a RMA number will be refused and returned to sender.
6. Once your product has been received back at RAPID VIGIL, you will receive credit on the full products price minus 15% restocking fee on your next billing cycle.