

Return and Refund Policy

Thanks for shopping at POUNCESystems.com. If you are not entirely satisfied with your purchase, we're here to help.

Returns

You have 10 calendar days to return an item from the date you received it. First, you must contact us and request a Return Authorization Code. The number must be displayed on the outside of the shipping package. To be eligible for a return, your item must be unused and in the same condition that you received it. Your item must be in the original packaging. Your item needs to have the receipt or proof of purchase, including the serial number.

Contact us to receive your Return Authorization Code. We will provide the correct shipping address when we provide the Return Authorization Code.

Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item. If your return is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policies.

Shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are nonrefundable.

Contact Us

If you have any questions on how to return your item to us, contact us. Please send us an email at info@cortlandresearch.com. Include the invoice number of your purchase in your email, along with your contact information. Or you can call us at (607) 218-7111. Our normal office hours are 8am to 5pm, Eastern Time, US.