

POLICIES

Thank you for choosing Digital Environment and one of our innovative solutions and products to perform environmental monitoring, environmental surveying, and remote engineering / collaboration plans. If you are not entirely satisfied with your purchase, we are here to help.

REFUNDS & RETURNS

Monthly Plan Accounts: Monthly plan users will have made a one-time product purchase along with the initial monthly plan fee. All monthly plan account user sales will be final.

Yearly Plan Accounts: Yearly plan users will have up to 90-days from the initial date of purchase to receive a 50% refund of the total yearly purchase price. To receive this refund the product along with all original product packaging and accessories must first be returned to Digital Environment and evaluated for functionality. After 90-days all yearly plan sales will be final.

Product Returns: A prepaid return shipping label will be emailed. Please package the product with all original packaging and accessories and ship it back to Digital Environment. Return shipping labels are issued from either Canada Post or United States Postal Service.

PLAN RENEWALS

Monthly Plan Accounts: Users will NOT receive a reminder email for each month's plan fee. Users will receive a monthly payment receipt via email.

Yearly Plan Accounts: Users will receive an automated email 45-days prior to the yearly plan account renewal payment being charged to the credit card on file. Users who have made the initial purchase at a Tradeshow, Conference, or using the specific coupon code will be renewed at the standard yearly plan price after the first year's completion. After a yearly plan renewal has been charged the user has 30-days to request a cancellation and full refund of the renewal price charged, after 30-days the yearly renewal plan fee will be final.

PRODUCT WARRANTY RETURNS

Digital Environment products come with a manufacture defective parts and electronics warranty. Once a defective product has been determined, via communication between the user and a Digital Environment representative, a new product will be immediately shipped to the user. The user will then be emailed a prepaid return shipping label to return the defective sensor back to Digital Environment for evaluation. Please package the defective product with all original packaging and accessories and ship it back to Digital Environment. If you think you have a defective product, please contact support@digienv.com

PRODUCT SHIPPING

Orders made directly through Digital Environment will have **NO product shipping fees** for new users. Products are shipped directly from the Digital Environment office location in Canada and will arrive via Canada Post or USPS. We ship all our products using the Canada Post Xpresspost or Tracked Packet – USA shipping methods. Products are expected to arrive within **5 - 10 business days** from the order date. New customer orders will be emailed tracking information directly from Canada Post.

Orders made through one of our many worldwide resellers / distributors may incur product shipping fees.

****Due to local and international postal and shipping platform delays, we cannot guarantee the arrival date of our products****

PLAN CANCELLATIONS

To cancel the monthly or yearly plan account with Digital Environment please email the request to support@digienv.com with your company name and email address. The cancellation will be completed within 24 hours and will be registered as per the time and date the email was sent.

CONTACT US

If you have any further questions or concerns, please contact us.

Phone: 1-844-344-4368: Ext 0

Email: support@digienv.com

