

# WARRANTY & RETURN INFORMATION

## Limited Hardware Warranty

Pyramid Time Systems warrants its equipment to the original user against defective material or workmanship for a period of one year (Time Clocks and 7000 Master Clock) or three years (Synchronized Clock Systems) from the date of purchase unless otherwise noted under the specs tab of the product page. Proof of purchase and purchase date are required for warranty service on said product. Pyramid Time Systems' responsibility under this warranty is limited to replacement of defective parts(s). Replacement is the sole discretion of Pyramid Time Systems.

For Return Shipments to Pyramid Time Systems, product must be shipped in its original carton or equivalent. The cost and method of return freight for warranted product is the sole responsibility of the customer. Pyramid Time Systems will not assume any responsibility for loss or damage incurred in shipping. Pyramid Time Systems reserves the right to determine whether parts failed because of defective material, workmanship or other causes. Failure caused by accident, alteration, misuse or improper packaging of returned unit is not covered by this warranty. Any repair done by the customer without consent of Pyramid Time Systems will automatically void the warranty. Users in countries other than Canada and USA should contact the Dealer from whom the unit was purchased. The rights under this warranty are limited to the original user and may not be transferred to subsequent users.

Should your Pyramid Time Systems product require replacement, please contact our Customer Care Team by phone at 888.479.7264 during regular business hours: 8am - 5pmEST, M-F, or email us at [customersupport@ptitime.com](mailto:customersupport@ptitime.com) for return procedures and a return authorization number. If Pyramid Time Systems confirms and approves your claim, Pyramid Time Systems will replace the item without charge. If the replacement product is no longer in production, one of equal or greater retail value will be given.

## Limited Software Technical Support

Pyramid Time Systems' warrants TimeTrax™ Time and Attendance software and provides technical support assistance for a period of 90 days from the date of purchase. Proof of Purchase is required. Extended Software Technical Support Contracts can be purchased separately and provide an additional 12-months of unlimited technical support via telephone, email, live chat or fax. The Support Contract also entitles holders to any maintenance upgrades to the software made during the contract period at no additional charge. [Click here for full Technical Support Plan and Warranty information.](#)

## Returns

Pyramid Time Systems offers a 30-day money back guarantee. If an RMA is issued for an unwanted product before 30 days, Pyramid Time Systems will refund the entire price less shipping if purchased from Pyramid Time Systems. Pyramid Time Systems will apply a 15% restocking fee on any returns received between 31 and 60 days from the date of purchase. No returns will be accepted after 60 days. Pyramid Time Systems will not issue a call tag for pickup of products. Customers are responsible for shipping the product back including the cost of shipping. Pyramid Time Systems will assume the cost of ground shipping for the replacement product. Pyramid Time Systems will also apply a 15% fee if any items(s) are missing in an open box return. Shipping back to Pyramid Time Systems from a Pyramid Partner is the responsibility of the Pyramid Partner. No call tags will be issued. Items returned to Pyramid Time Systems without an RMA will not be credited. No returns will be accepted for opened TimeTrax™ PC products.