

Glass House Integrated Technologies, Inc.

**Medical Alert Systems
Shipping and Returns**

Shipping-

GH Integrated offers the following shipping options*:

Overnight: \$40.00

Guaranteed next business day delivery if ordered by 12pm EST (non-holiday)

Second Day: \$30.00

Guaranteed second business day delivery if ordered by 12pm EST (non-holiday)

Ground: \$12.50

Guaranteed within 7 to 10 business days from the time of purchase

Unless otherwise requested or noted by way of promotion, items will be shipped via ground and may take as many as 7 to 10 business days from time of purchase.

If installation was selected then once the desired item becomes available at GH Integrated Offices, a Service Installation Call will be setup with the customer.

*Shipment is pending until payment is processed successfully, and any orders placed on a Saturday or Sunday will not be processed until the following Monday. Holidays and inclement weather may delay delivery, and GH Integrated is in no way responsible for any service interruptions by the carrier.

Return Policy-

You may cancel your service by calling GH Integrated at (631) 333-9131 or email to MedicalAlert@GHintegrated.com with the subject line in the form of "Your Full Name - Subscriber Cancellation Request". You must return all system equipment and accessories at your own expense to GH Integrated located at 51A Woodland St. East Islip, NY 11730.

Service will be canceled effective the day the system is received by GH Integrated. Upon receipt of the equipment a prorated refund will be issued for the unused service period that may have been prepaid. Restocking Fees may apply. The processing of any refund may take up to 30 days upon receipt of your system.

Restocking Fee-

A \$45.00 restocking fee may apply if your system has been in service less than twelve months from the date of activation. GH Integrated does not have a yearly contract as you can cancel anytime.

Promotional Discounts-

Promotional discounts will be forfeited if any changes are made to the initial order, including billing cycle changes, within twelve (12) months of date of sale. GH Integrated will have the right to charge the customer or offset any of these additional costs against any monies due to the customer.

Lost or Damaged Equipment-

A lost or damaged equipment fee of \$350.00 +tax will be charged for The Mini Guardian, Mobile 2.0, Home 2.0, Home 2.0, and Classic Home. A lost or damage equipment fee of \$450.00 +tax will be charged for The Move. The Mini, Mobile 2.0, and The Move must be returned with both the charging cradle and the handheld device, otherwise a lost equipment fee will apply. The Home 2.0, Classic 2.0, and the Classic Home must be returned with the base station 1 (one) wristband, 1 (one) neck pendant, and 2 (two) buttons, otherwise a lost equipment fee will apply.

A lost or damaged equipment fee of up to \$150.00 +tax will be charged for any additional buttons, wristbands, neck pendants, wall buttons, or voice activated wall buttons not returned.

If you'd like to learn how you could avoid these out-of-pocket expenses with the GH Integrated Protection Plan, please contact our team at (631) 333-9131.

Hours of Operation are Monday – Friday, from 9:00am – 5:00pm EST.

When returning items back to GH Integrated, we strongly recommend requesting a tracking number from the shipping carrier to confirm the arrival of the package.

Cancellations may take up to 30 days to process.

Please contact us at (631) 333-9131 if you have any questions.