



### **Lease Policy**

SkyCoach Sideline Replay hardware is leased on an annual basis. If a customer does not renew for the a year, equipment must be shipped back by August 31st of that year or the customer will be charged for the annual renewal.

### **Return Policy**

Products may be returned for a full refund within thirty (30) days of shipment.

### **Money Back Guarantee**

SkyCoach provides every customer a money back guarantee. If a customer is not satisfied with the performance of SkyCoach and meets the following qualifications, then SkyCoach will provide a full refund to that customer:

1. Customer has called into support immediately after SkyCoach does not work for them.
2. Phone Support was unable to solve the problem.
3. Video Chat Support both in office and on the field was performed by a SkyCoach team member and the customer's SkyCoach contact.
4. An in-person visit to the customer's field has been performed by a SkyCoach team member to correct any issues during a practice or game.
5. Support was contacted in an appropriate time frame ("appropriate time frame" is defined as within three days of the system not working). The money back guarantee will not apply if customer calls at the end of the season or after multiple games to say "The system has not worked all season or in multiple games" and the customer has not completed the aforementioned steps.

If the SkyCoach system still does not work correctly after all of the above criteria has been met, SkyCoach will issue a full refund to the customer after receiving all equipment back from customer. Support is available twenty-four hours a day and seven days a week.