

Guardian Return Policy and Procedures

In-Warranty Products & Parts

Professional dealer technical support for Guardian products is available by calling 972-889-9910. In the event Guardian technical service cannot resolve a product issue, Guardian will accept the return of a Guardian branded defective product that is still under warranty.

To initiate a warranty return, a Returned Goods Authorization (RGA) must be obtained by calling 562-948-1816 x205 or by sending an email to orders@adhguardian.com.

The following information must be provided:

1. Customer's Name
2. Customer's Contact Name
3. Customer's Shipping Address
4. Customer's Telephone Number and email address
5. The Item or Models Number(s) of the items being returned
6. The Quantity of each item being returned
7. The Item's Serial Number or Date Code (There is a label on all Guardian garage door openers that indicates the year, month and production sequence of the opener. For example, a number "18121001" indicates "YRMOSEQU" 2018, Dec, 1001st unit produced during the month. Parts will have a 4-digit year and week code. A "YRWK" of 1925 indicated a manufacturing date of 2019, 25th week.)
8. Brief description of the defect of each item returned

A Guardian issued RGA document, must accompany the returned product. The RGA number must be written on the carton(s) in which returned product is shipped. All items must be returned in their original packaging or similar packaging to prevent damage in shipping, freight prepaid to the Guardian return center indicated on the RGA. Returns received without proper authorization may be refused. Guardian will not be responsible for any items returned without proper authorization or identification.

Guardian will inspect the return goods, notify customer of disposition and issue appropriate credit. Guardian reserves the right to repair the returned products received or replace with new or reconditioned product. Repaired or replaced items will be returned to customer freight prepaid.

Small parcel returns (returns of less than 75 lbs.)

Customers must contact Guardian Tech Service Department and a return shipping label will be provided. An RGA will be included via email with link to the return shipping label.

Large parcel returns

The Returned Goods Authorization (RGA) obtained by calling 562-948-1816 x204 or by sending an email to orders@adhguardian.com will include a shipping recommendation. The customer can elect to contract a carrier for the return or have a Guardian contracted carrier pick up warranty return items for return to the designated Guardian return facility. Credit will not be issued for any out-of-warranty and non-defective products. Freight costs will be deducted from the Customer's total credit due. Return goods shipped collect to Guardian will be refused and returned to the Customer at their expense.

Out-of-Warranty Products & Parts

Credit or replacement will not be issued for out-of-warranty product or replacement parts. Out-of-warranty products will not be authorized for return.

Returns due to Shipping Errors

If a shipping error is made, the Customer must notify Guardian within five (5) business days of product receipt. If applicable, a Returned Goods Authorization (RGA) with return instructions will be issued and a replacement shipment created. Guardian will assume all costs and risks for the product being returned due to errors attributable solely to Guardian.

Non-Defective Returns

Non-defective returns will not be accepted unless the return is the result of a shipping error.