

SIGNAL Security Key Return

Key Return Procedure

Here are steps for returning your SIGNAL security key to Engineering Design:

1. Send your key to the following address:

Engineering Design
262 Grizzly Peak Blvd
Berkeley, CA 94708

2. **Send the key by courier, not postal mail in any form. Mail parcels will be assessed a \$100 handling charge.**
3. International shipments should be labeled "**Return for warranty**" with a value of "**No commercial value**". Any customs costs incurred by your shipment will be billed to the customer.
4. If your return involves a replacement key, **please provide your Fedex shipping address and receiver's name, including street address.**
5. **You are responsible for your key arriving safely at Engineering Design.**
6. Please email tracking information when you ship your key.

Defective Key Replacement

SIGNAL security keys will be replaced according to the following rules.

1. All SIGNAL security keys are warranted for 1 year from date of shipment.
2. For pricing, see the Engineering Design price list http://www.engdes.com/sigwin/sales/price/price_list.html
3. You can pay by personal or institutional check or by PayPal, which accepts credit cards. Purchase orders are not accepted due to the cost of invoicing. To pay via PayPal, let us know and we will email a PayPal invoice. You don't need a PayPal account.
4. Security key incidents are automatically closed after 30 days from initiation date, and there is a \$100 service charge to reopen the incident.

Engineering Design

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