

Mas Hamilton Return Policy: Mas Hamilton products cannot be returned once they have been opened and the factory seal of the box has been broken. To return unopened Mas Hamilton products please fill out the Return Form on our web site (<http://www.taylorsecurity.com/service/return-form/>) to obtain an RGA# you can use to send back.

Mas Hamilton Defective Policy: All Mas Hamilton defective items must first be approved by a factory representative. Please contact Taylor Security so we can put you in touch with a Mas Hamilton factory representative, who will walk you through the issue. If the lock is deemed defective by the factory, Taylor Security will send an equal to new (ETN) replacement once we receive back the defective unit. If the factory determines that the lock has been damaged and is not defective, the customer can still send back to the factory for repairs. All expenses incurred for repairs will be paid for by the customer in advance. Any Mas Hamilton item that is sent back to Taylor Security without following the above policies will be returned to the customer at their own expense.