



## Terms & Conditions

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### Shipping

If the item is in stock, it will be shipped within 1 - 2 business days after the order is placed. If the item is out of stock, it will be sourced from the manufacturer and will arrive at the earliest date available. An email will be sent if the item is out of stock with an estimated shipping date, along with an email that confirms your order has shipped. In order to give you the best shipping rates, some items may be sent in separate packages.

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### Setup

The setup of the Focus Tardy Tracking & Check In/Check Out System may require district system administrator access.

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### Return and Refund Policy

If you are not entirely satisfied with your hardware, we are here to help. Products can be returned within 60 days of receipt of product for an exchange or returned for a refund. To obtain a refund, the item must be returned to Focus in its original packaging, with all accessories, following the Return Procedures specified below.

#### Return Procedure

To return an item, please contact us by email at [supportteam@focusschoolsoftware.com](mailto:supportteam@focusschoolsoftware.com) or 727-388-6000 to speak to a Customer Support Representative. The Customer Support Representative will provide you with a return label by email, which will be required to print and affix to an appropriately sized box. The product(s) should be securely packed in their original packaging, including all accessories and returned to:

Focus School Software  
475 Central Avenue, Suite 400  
St. Petersburg, FL 33701

The product must be returned to Focus within 30 days of receipt of return shipping label. Once the product is returned and inspected, a refund will be issued in accordance with the Refund Procedure below.

#### Refund Procedure

If entitled to a refund in connection with a return, the following conditions will apply:

- The refund will be in the form of payment used for the purchase.
- The amount refunded will be the purchase price paid for the returned product, including sales tax charged with respect to the item, as applicable.
- Shipping charges incurred in connection with the return of a product are refundable.

#### Damaged Items

If you received a damaged product, please notify us immediately for assistance at 727-388-6000 or [supportteam@focusschoolsoftware.com](mailto:supportteam@focusschoolsoftware.com).



## Contact Us

If you have any questions about our Return and Refund Policy, please contact us at 727-388-6000 or [supportteam@focusschoolsoftware.com](mailto:supportteam@focusschoolsoftware.com).

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## Limited Warranty Policy

Focus provides a limited warranty for one year from the receipt of hardware. This limited warranty applies to hardware, and only for hardware products, purchased from Focus School Software.

### What does this Limited Warranty cover?

This limited warranty covers any defects in material or workmanship under normal use during the warranty period. During the warranty period, Focus School Software will repair or replace, at no charge, products or parts of a product that prove defective because of improper material or workmanship, under normal use and maintenance.

This limited warranty extends to the original purchaser only and is not transferable.

### What will we do to correct the problem?

Focus School Software will:

Exchange the product with a new product that is of equal value.

### How long does coverage last?

The warranty period for hardware products purchased from Focus School Software is **One (1) Year** from receipt of product.

Replacement hardware or parts assume the remaining warranty of the original hardware or **One (1) Year** from the date of replacement or repair, whichever is longer.

### What does this Limited Warranty not cover?

This limited warranty does not cover any problem that is caused by:

- Conditions, malfunctions or damage not resulting from defects in material or workmanship.
- Conditions, malfunctions or damage resulting from negligence, improper maintenance or modification.
- Hardware damaged or destroyed by natural causes including but not limited to lightning, flood, or other natural disaster.
- Theft or loss of the hardware.

Focus School Software shall assume all risk of loss or damage to the hardware while in transit to Focus. This limited warranty is void if the product is returned with removed, damaged or tampered labels, alterations or missing accessories.



## Focus Hardware | Terms & Conditions

### What do you have to do?

To obtain warranty service, please contact us by email at [supportteam@focusschoolsoftware.com](mailto:supportteam@focusschoolsoftware.com) or 727-388-6000 to speak to a Customer Support Representative. The Customer Support Representative will troubleshoot the issue, determine the problem and the most appropriate solution.

If it is determined that replacement hardware is necessary, and the product is in stock, new hardware will be sent via overnight mail to the requested location.

Upon receipt of the replacement product, the original hardware must be returned using the prepaid mailing label provided with the replacement product. The original hardware, with all accessories, should be securely packed in its original packaging or packaging providing an equal degree of protection, to:

Focus School Software  
475 Central Avenue, Suite 305  
St. Petersburg, FL 33701

The original hardware must be returned to Focus School Software within 30 days of receipt of the replacement product. The original hardware will be evaluated once it is received in order to determine whether the returned product conforms to this limited warranty. If Focus School Software does not receive the returned product or determines the returned product is not defective as stated or is not eligible for this limited warranty, Focus School Software will bill the purchaser for the purchase price of the replacement hardware, including sales tax and shipping costs, as applicable.

### Implied Warranties

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES (INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY.

### Limitation of Damages

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, Focus School Software SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF EXPRESS OR IMPLIED WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY.

### Consumer Protection

Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary state to state.

### Governing Law

This Limited Warranty shall be governed by the laws of Florida, United States without giving effect to any conflict of laws principles that may provide the application of the law of another jurisdiction.