Brightdial warranty and replacements

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Reader group: Team Brightdial

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Product	Warranty
Brightdial thermostat	2 years from purchase
Room sensors	1 year
Refurbished units	1 year

Process a replacement

1. Confirm troubleshooting is complete and noted.
2. Confirm the purchase date: the device's registration date, or a receipt from the customer.
3. Create a replacement order (RMA) in the client portal. Ship the new unit first; the customer returns the old one in the same box within 30 days.

Water damage and damage from incorrect wiring aren't covered. Offer the 20% loyalty discount instead.