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## Roadpost's Repair/Replacement Guarantee

Lu Parente - 2020-10-26 - in Ordering, Shipping & Returns

Our Exclusive Promise — To Keep You Connected

We know a customer's satellite device is a crucial communications tool. That's why we've designed this no non-sense guarantee -- if your device is damaged or broken we promise to have you up and running within days!

Not only is this the **best repair or replacement guarantee in the industry**, it is another way of delivering on our commitment to keep you connected wherever you may work or play.

**How it works:** Send us your defective device along with a completed RMA form and we'll ship you a repaired or replacement device (new or refurbished) **within five (5) business days — regardless of the warranty status\***. Yes, that's right, our guarantee even applies to hardware that is no longer covered by the manufacturer's warranty or a Roadpost extended warranty.

Eligible hardware:

- [Iridium 9555](#)
- [Iridium Extreme](#)
- [IsatPhone Pro](#)
- [GeoPro Messenger](#)
- [SHOUT Nano](#)

Need to get an RMA started? Visit your local dealer or [contact us](#).



\*Hardware no longer covered by the manufacturer or Roadpost's extended warranty may be charged repair or replacement fees.