

## Support

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[Most Common Troubleshooting Tips](#)

If your Lacrosse Technology unit outdoor remote temperature is reading "- - -":

- Please take out the batteries of both the unit and the sensor for about a minute.
- Then be sure to reinsert the batteries into the temperature sensor FIRST, then place the batteries in the clock.
- This should take care of the problem.
- If it does not work the first time repeat this procedure once or twice.
- If the problem persists please let us know.

If your clock or watch has not yet picked up the signal:

- Place the clock or watch in a Colorado facing window overnight (the signal is strongest between midnight and sunrise).
- The clock or watch will likely set itself by the next morning.

### Customer Service

If you are still having a problem resolving a technical issue please e-mail us from our [Contact Us Page](#). This is the fastest way to contact us. Also, please be sure to read our [Frequently Asked Questions](#) as well. You can also reach us or leave us a message by phone at 877-627-9029.

### Shipping and Handling

Shipping and Handling is \$5.95 for every item in our catalog. Shipping and handling costs will never exceed \$5.95 for 2-3 day priority shipping, not even for multiple item orders. Shipping costs will be calculated in real-time before you finalize your order. We ship USPS Priority Mail.

### Sales Tax

A 7% sales tax will be added to your order if you are a Rhode Island resident. No tax will be added elsewhere.

### Privacy

We will NEVER sell your name or e-mail address to a mailing list. All information you submit to us will remain confidential. We respect the privacy of our customers!!!

### Security

B-Central (our E-Commerce provider) takes seriously the issue of security. Every time you send us your credit card number and your billing and shipping information, they will use industry-standard Secure Sockets Layer (SSL) technology to prevent the information from being intercepted.

## Return Policy

Please save all original packaging and printed material. You may return your item within 30 days if you are not satisfied with your order. We will refund your money in full (not including shipping charges) with no restocking fee. We cannot refund your order after 30 days, if the product is damaged in anyway due to accidental or abusive use, or if it is missing any of its original packaging/instructions.

Please e-mail us and we'll give you the details on returning an item.

We are not responsible for any return shipping costs & shipping costs are not refundable.

## Payment Terms

We accept Master Card and Visa as a form of online payments. If you do not have a credit card or wish not to submit credit card information online you may pay with a personal check (please see below).

Please do not send cash through the mail. We can not accept it. Also we do not accept money orders or COD's.

## Ordering by Mail with Personal Checks

We do accept personal checks as a form of payment. Please allow 5 additional days if paying by personal check.

Make your check payable to:

Atomic Clocks Online

Please send your check and order to:

Atomic Clocks Online

Attn: Orders

60 Torrey Road

Cumberland, RI 02864

Be sure to include your shipping address, contact information and the product model number you are ordering.

**Fraud Policy**Atomic Clocks Online is committed to eliminating fraud on the Internet and by the mail. WE WILL PROSECUTE ANY ATTEMPT AT FRAUD TO THE FULLEST EXTENT OF THE LAW.