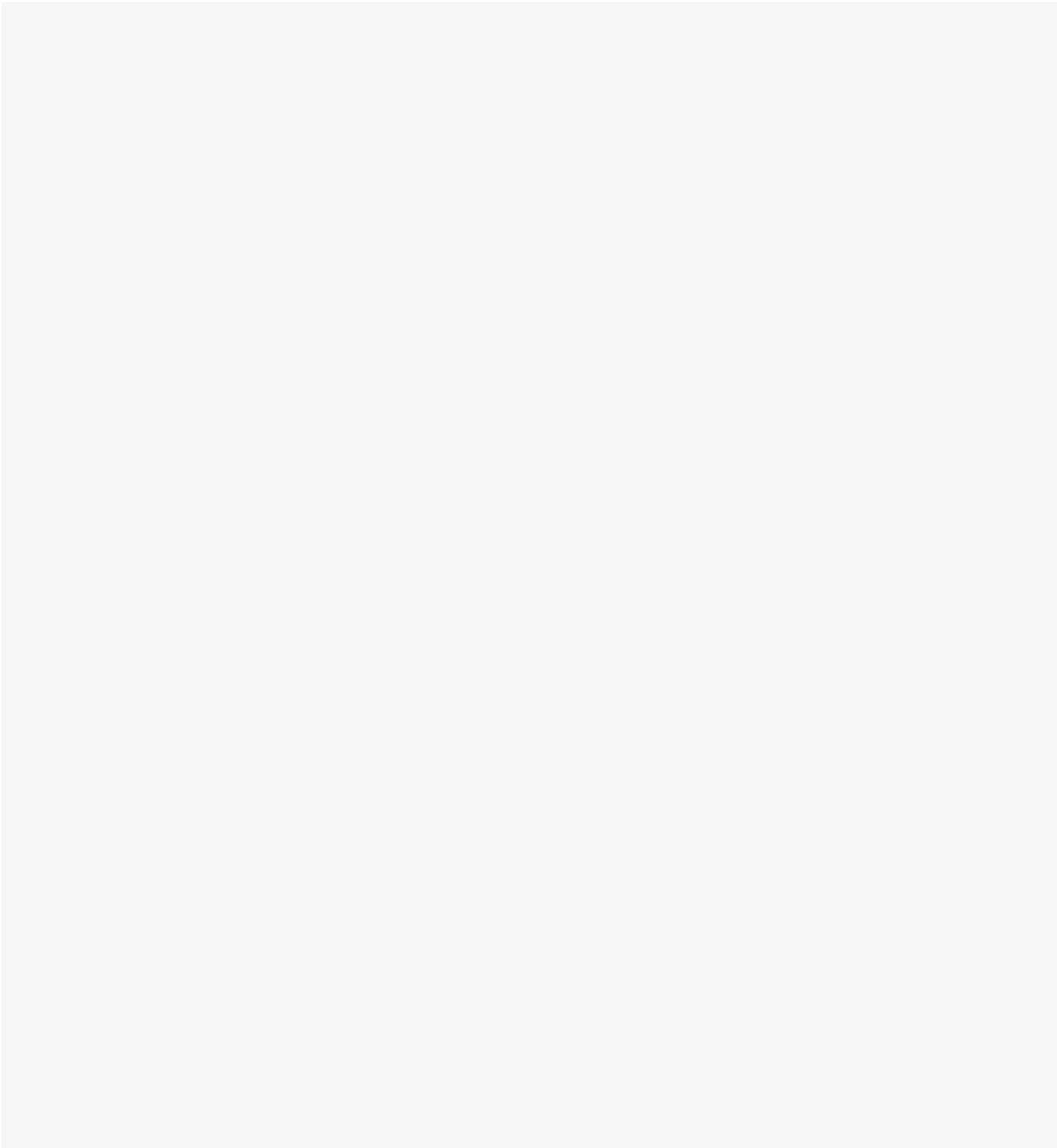


1. General Support

General inquiries - FAQ - Policies - Warranty - Orders

- **Warranty & Policies**
- **GPS MAP UPDATES**



Warranty & Policies

60-DAY GUARANTEE

All GPS Maps are Covered by a 60-Day Guarantee

Shop with confidence and know you are getting the latest version of Backroad GPS Maps. All GPS Maps are covered by a 60-day guarantee! Registered users can also replace a damaged or lost SD card after the 60-day period has expired (certain fees apply). It is even possible to upgrade your SD card to a larger size or upgrade from a provincial map to a combo map at a discounted price.

If a new version is available within 60 days from the date of purchase, you can download our new maps and load them into your card using your home computer, or you can request a new SD card for free. In case you want a new card, you will need to return the original SD card in its original packaging. The customer is responsible for all return shipping charges for the product. A replacement item will be issued once we receive the returned merchandise.

WARRANTY & POLICIES

What is your return policy on Backroad GPS Maps?

We will not accept returns on any digital products if the packaging is open. However, we will offer an exchange for the identical product if the one you received is defective or if you want to replace your provincial SD card with one of our combo versions (you will have to pay the difference to upgrade the regional titles). Proof of purchase is required.

What if my Backroad GPS Map SD card no longer works?

Damaged SD cards can be exchanged under the following guidelines:

- If the damage to the SD card happens within 60 days from the date of purchase (registration and proof of purchase required), we will replace your SD card for free. You will need to return the defective SD card to us in its original packaging.
- If the damage to the SD card happens after 60 days, but within one year of purchase (registration and proof of purchase required), a fee will be charged for the new SD card. You will need to return the defective SD card to us in its original packaging.

The customer is responsible for all return shipping charges for the product. A replacement item will be issued once we receive the returned merchandise.

What if I buy a new GPS and have the Backroad GPS Map DVD version?

The DVD version of the Backroad GPS Map series is locked to the units, and we no longer offer a DVD version.

If you replace your GPS unit within 60 days of the date of purchase (proof of purchase required), we will provide you with an SD card replacement.

Please be advised that the old key will be deactivated upon receiving the SD card

What if I buy a second-hand Backroad GPS Map from someone?

If you buy or are given a second-hand SD card we cannot support it due to the license being registered to another user's account. These cards are unable to be used for updates or the computer maps for downloads.

Can I upgrade my provincial GPS Map to one of the Combo GPS Maps?

Yes. You will need to call us, pay the difference in price and send us the old card to have it updated.

Can I purchase a larger SD card for my maps?

Yes. You can upgrade your card size to 16GB or 32GB for a fee.

Can I exchange my SD card for a DVD or DVD for an SD card?

Yes. DVDs can be exchanged for SD cards for a fee. Unfortunately we no longer offer DVD versions of our maps. The customer is responsible for the return shipping charges for the product. A replacement item (including a new unlock key) will be issued once we receive the returned merchandise. The old unlock key will be deactivated upon receipt of the new unlock key.

Do you offer any discounts for SAR/Police/Fire/Military?

Yes. We have a clubs and organizations discount for these types of groups. Please contact us at info@backroadmapbooks.com for more information.

How can I send you GPS tracks and waypoints for missing data or corrections?

You can send us your tracks and waypoints for each product by choosing your product from the GPS Maps page and then clicking the updates tab. If we are able to use them, we will credit your account towards future updates. Please see the GPS Updates Program page for more details.

GPS MAP UPDATES

GPS MAPS UPDATES

In order to provide you with the most current map and adventure information available, we upgrade our GPS maps every year!

– Why should I update?

Upgrades may include new land classifications, extra road and trail coverage, new Adventure POIs and more. Whether you are out hunting, fishing, camping, hiking, paddling, exploring forest service roads in your off-road vehicle or ripping around on your ATV, dirt bike or snowmobile, Backroad GPS Maps' annual updates are crucial for having the most current and accurate data possible.

At Backroad Mapbooks, we go the extra mile to provide you with annual updates and enhancements for our GPS maps. We are constantly upgrading and refining our industry-leading road and trail networks as well as other features such as adding bathymetric (depth) charts, refining the Oil & Gas data and searchable township grids, and expanding on and updating Crown land areas. No matter which part of the country you find yourself in, and no matter what type of adventure you are on, Backroad Mapbooks has you covered!

See how much has changed over the years [Version Changes](#)

– How much does it cost?

60-Day Guarantee: Updates are FREE for 60 days after you register your maps in your account.

After the 60-day period: You are eligible for a discount of up to 80% regular price. Login into your account to find out more

Earn FREE Updates: That's right! We offer free updates for GPS users in exchange for tracks and waypoints. Whether it is a new trail or road, campsite, boat launch, gate or any other Point of Interest, we are able to improve our maps one customer at a time. After all, there is no more accurate information than that which comes directly from the backcountry.

Earn free gps updates

– Can I update my maps at home?

Yes, you can choose to download our new maps and load them into your existing registered card using your home computer or request a new SD card delivery option.

– Can I request a new SD card?

Yes, you can upgrade your SD card to a larger size or upgrade from a provincial map to a combo map at a discounted price. Registered users can also replace damaged or lost SD cards (certain fees apply).