



## **TB Return and Repair Procedure**

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*At TelcoBridges we believe that our success is  
measured by the success of our partners*

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If your TelcoBridges product needs to be returned, please use the following Repair and Return Procedure (“Procedure”)

## **Incomplete or Damaged Shipments**

Any wrong, missing, or damaged items must be reported to TelcoBridges Customer Service Department within ten (10) days of delivery. Contact options to reach the Customer Service Department can be found at the end of this document.

## **Effective Warranties**

All warranties are based on the original invoice date and are available to the original purchaser only (“Customer”). All warranties are voided if the returned product is found to be abused, scratched, mishandled, modified or altered in any way. Please refer to TelcoBridges’ Product Warranty document for further information.

## **Customer Agreement for Repair and Return Procedure**

The Customer must assign a representative to contact TelcoBridges and accept this Procedure before continuing with this process.

## **Return Procedure**

Customer’s assigned representative shall contact TelcoBridges’ Customer Service Department to notify them about the issue.

When contacting the Customer Service Department, Customer’s representative shall be prepared to provide the following information:

- Customer name, company, telephone number and e-mail address;
- Serial number of the product to be returned;
- Reason for product return (repair, loan return, etc);
- Content of the shipment, including main product, cables, patch panels, etc.;
- Return shipping address (as applicable).

Upon being contacted by Customer’s representative, TelcoBridges shall evaluate the issue and, if required, shall provide the Customer with a Return Material Authorization (“RMA”) number authorizing the return of the product to TelcoBridges,;.

RMA numbers are valid for thirty (30) days and are associated with a product serial number. RMA numbers older than thirty (30) days need to be revalidated by calling the TelcoBridges’ Customer Service Department before the product is returned.


Once an RMA number is issued, a confirmation e-mail is sent to Customer’s representative detailing the RMA number, product authorized for return, content to ship and shipping labels (if the product is under warranty). Shipping instructions are detailed below in Return Information. The customer is responsible for the risk of loss and shipping and handling fees when returning products.

It is preferable that the original packing, including any anti-static and foam wrapping be used on all returned product. Should the original product packing not be available, other adequate packing should be used taking into account the method of shipment of the returned product. The Customer is responsible for delivering the product to TelcoBridges safely and undamaged.

We recommend that all returned products be insured and that a tracking number be obtained for the shipment. To speed up the RMA procedure, the tracking number should be sent to the TelcoBridges' Customer Service Department as soon as the package is shipped. All returned products without an RMA number may not be accepted by reception.

The RMA number should be clearly marked on all returned products, boxes, packages and accompanying paperwork. RMAs received by TelcoBridges that are not clearly marked may experience delays in the processing of RMA requests.

## Return Information

 Telcobridges will send a **RMA label** for product return. This label needs to be printed and taped to the box used to return the product.

The address where to ship the products is:

TelcoBridges Inc.  
91 De La Barre, Suite 01, Boucherville,  
QC, J4B 2X6 CANADA

## Repair Procedure

### If the product is under warranty

- When possible, TelcoBridges' Customer Service Department shall authorize the advance replacement of the defective product. In such a case, TelcoBridges shall ship a replacement product with the same or equivalent functionality within five (5) business days;
- TelcoBridges shall issue a temporary software license of thirty (30) days for the replacement product. Once the defective product is received by TelcoBridges, the support department shall issue a permanent license for the replacement product;
- The Customer must ship the defective product to TelcoBridges within thirty (30) days after the replacement product has been shipped by TelcoBridges to the Customer.
- TelcoBridges shall check the returned product after receipt and shall validate that it conforms to the procedure described in this document.
- TelcoBridges shall invoice the customer for the replacement product. The invoice shall be cancelled when the defective product is returned and its conformity to this Procedure is validated.

## If the product is out of warranty

- The Customer must purchase an out of warranty repair for the product. Payment must be completed for the RMA process to continue;
- The Customer must ship the defective product to TelcoBridges within thirty (30) business days after the receipt of the RMA number;
- TelcoBridges shall check the returned product after receipt and validate that it conforms to the Procedure described in this document. Prior being repaired, the returned products will be tested to determine the defect;
- TelcoBridges will respond within ten (10) business days after receipt of returned product with status.
- For returned products where no fault is found, a handling charge of \$400.00 US will be charged, plus the shipping charge. The remainder of the out of warranty repair fee will be credited.
- For returned products that are not repairable, a handling charge of \$400.00 US will be charged. The unrepairable product can be returned to the customer. In this case, the customer will be charged for the shipping. The remainder of the out of warranty repair fee will be credited.

## Customer Service Department Contact Options

- 24/7 Telephone: +1 866-438-4703
- Email: [support@telcobridges.com](mailto:support@telcobridges.com)

We thank you for following the above procedure. It will help us process your returns / repairs as quickly as possible.

**TelcoBridges Contact Information**

91 De La Barre, Boucherville,  
QC, Canada, J4B 2X6  
Tel. +1 450 655 8993  
[www.telcobridges.com](http://www.telcobridges.com)