

Repair Procedure

IF YOUR **TELCOBRIDGES** PRODUCT NEEDS TO BE RETURNED, PLEASE USE THE FOLLOWING 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. 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'** Limited Hardware Warranty and Software License Agreement for further information.

REPAIR PROCESSING AT TELCOBRIDGES

- **TelcoBridges** Customer Service Department will evaluate your request and provide a Return Material Authorization (RMA) number authorizing the return of your product to **TelcoBridges**, if required;
- **TelcoBridges** will check the returned product after receipt and validate that it conforms to the procedure described in this document;
- All returned products without an RMA number will not be accepted by reception;
- **TelcoBridges** will respond within 5 business days (after receipt of merchandise) with the status of the returned product;
- For in-warranty repairs, **TelcoBridges** will repair the defective product or replace it with a new or refurbished product. Prior to returning the product to the customer, the product will be tested to ensure it is in proper working order. The repair process should generally not exceed 5 business days (after receipt of merchandise);
- For out-of-warranty repairs, returned products will be tested to determine the defect. A fee of 25% of the current list price will be charged to repair a defective product. The product will be repaired upon receipt of a customer purchase order;
- For returned products where no fault is found, a handling charge of \$500.00 US will be invoiced. The product will be returned to the customer.

PRODUCT RETURNS

- 1) Product returns require a return material authorization (RMA) number which can be obtained from **TelcoBridges**. To request an RMA number, contact the **TelcoBridges** Customer Service Department. Contact options can be found at the end of this document.

When contacting the Customer Service Department, please be prepared to provide the following information:

- Your name, company, telephone and fax numbers and e-mail address;
- Proof of purchase (part and/or model number and serial number of the product to be returned);
- Reason for product return;
- Your return shipping address.

RMA numbers are valid for ten (10) days and associated with a product serial number. RMA numbers older than ten (10) days need to be revalidated by calling the **TelcoBridges** Customer Service Department before product is returned.

- 2) Once an RMA number has been issued, a confirmation e-mail or fax will be sent to you detailing the RMA number, product authorized for return, together with shipping instructions. You are responsible for the risk of loss and shipping and handling fees when returning products. **TelcoBridges** will pay for the freight expense to return the repaired products for in-warranty repairs only.
- 3) 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, then adequate packing should be used taking into account the method of shipment of the returned product. You are responsible for delivering the product to **TelcoBridges** safely and undamaged.
- 4) The RMA number should be clearly marked on all returned product, boxes, packages and accompanying paperwork. RMAs received by **TelcoBridges** that are not clearly marked may experience delays in the processing of RMA requests.
 - 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.

CUSTOMER SERVICE DEPARTMENT CONTACT OPTIONS:

- Telephone: +1 450 655 8993 extension 102
- Fax: +1 450 655 9511
- Email: support@telcobridges.com

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