

Repair and Return Procedure

Thank you for purchasing Cetis telephones. To have your telephones repaired, please do the following:

1. Call your regional Cetis office and talk with Technical Support so they may assist you with trouble-shooting.
2. If it is determined by Technical Support that your telephone needs to be returned, please box it up and ship it your regional Cetis office with your contact and return address information included.
3. Your telephones will be tested repaired or replaced and sent back to you as soon as possible.

Return Authorization for Credit (RMA)

If you are returning telephones for credit, please note the following:

1. No return for credit will be accepted without prior written authorization by Cetis and a return authorization number issued by Cetis.
2. Phones returned for credit without a Cetis return authorization remain your property even if delivered to Cetis.
3. Returns are not acceptable in lieu of payment of any outstanding invoices. All such items will be returned to sender. If you refuse the return, you will be charged storage for the units at a rate of 1% of the value of the phones per week from the date of original receipt of the goods by Cetis.
4. Phones received for credit in a damaged condition due to improper packing will be returned without an issuance of credit.
5. Phones damaged in shipment to Cetis will not be accepted for credit. You must make claims against the carrier.
6. Phones returned without boxes or accessories will be subject to a refurbishing charge.
7. All phones returned to Cetis that are designated as defective, but are found not to be defective, as determined by Cetis test criteria, or which are out of warranty, will remain your property. Such phones will not be accepted for credit against your account even if returned with a Cetis return authorization.