



## **SOLARCOMM WIRELESS RETURN POLICY**

- 1. All returns require an RA #. An RA form must be complete before a RA # can be issued.**
- 2. Once an RA # is issued product must be returned within 10 days. After 10 days product will not be accepted.**
- 3. Customer must pay for all shipping charges on product sent back to SOLARCOMM.**
- 4. SOLARCOMM will offer credit or exchange on any D.O.A. product for a period of seven (7) days from receipt of merchandise. All returns must include the original box (with no markings or writing), all the accessories including the manuals. If the product returned is missing any of the previously stated items the credit request will be denied.**
- 5. Customer agrees that SOLARCOMM offers no warranty with respect to any new OEM or carrier return product sold. The manufacturers warranty, passed through SOLARCOMM to customer hereunder, shall be in lieu of any other warranty, expressed or implied, including without limitation any implied warranty of merchantability of fitness for any particular purpose.**
- 6. New OEM phones that are in need of repair and have more than sixty (60) minutes and/or are 30 days from the original invoice date should be shipped to the manufacturer. Carrier returns that are 30 days from the original invoice date should be shipped to the manufacturer. SOLARCOMM can provide you with the necessary information. If you choose, SOLARCOMM can send the phone to the manufacturer, there will be a fee imposed to cover all shipping costs to the manufacturer and back to the customer.**
- 7. All refurbished phones will have a 90 day warranty from the original invoice date, unless a specific time frame is discussed and noted on a PO.**