



965 Russell Ave, Suite C Gaithersburg, MD 20879  
Phone: 1-240-6329428 Fax: 1-240-6329576

## <sup>1</sup>PRODUCT SERVICE POLICY

Please read the following policies (page 1) and procedures (page 2) carefully.

This policy is applicable only to the products sold directly by TEK DigiTel Corporation. Products returned from a third-party or end-user will not be covered by this service policy. Furthermore, the products are not covered by the service policy if there are any warranty violations done to the product by the customer. All products disseminated through a distributor or OEM agreement must be returned to the supplier whereupon the units were obtained.

### **REPAIRS**

TEK DigiTel will repair any defective or malfunction products free of charge when the returning products have a valid one-year warranty and the defects of the returning products are covered by the warranty.

If the warranty is expired or the defects of the returning products are not covered by the warranty, the customer may have the unit assessed and repaired for a fee (see *Service Charges* section below).

### **REPLACEMENTS**

Replacements will only be given when the original unit's defects cannot be assessed and/or repaired.

TEK DigiTel will replace a product only when the product's warranty is valid and the defects of the returning product are covered by the warranty.

\*Only TEK DigiTel Corporation Customer Support Personnel will decide if the product should be replaced.

### **REFUNDS**

All sales are final. Refunds may be exchanged or refunded within 30 days from the invoice date and are subject to a 25% restocking fee from the item sale price. After 30 days, the products may be repaired or replaced after the *Product Service Procedures* are followed.

### **SERVICE**

If your warranty has expired or you have violated any of the warranty agreements, you may request service for TEK DigiTel products by calling 240-632-9428 or via e-mail at support@tekdigitel.com. TEK DigiTel personnel will ask you for your VISA, MC, or AMEX account number to begin processing the service order. This card will not be charged until all service is complete. TEK DigiTel Customer Support will contact the customer with an estimated repair time and service quotation estimate for a verbal acceptance after the unit has been assessed.

For more information about TEK Service Charges and pricing, please contact TEK DigiTel Customer Support.

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<sup>1</sup> Product Service Policy and Procedures is subject to change without prior notification.



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## <sup>2</sup>PRODUCT SERVICE PROCEDURES

\*FOR ALL RETURNS TO TEK DIGITEL, THE FOLLOWING PROCEDURES MUST BE FOLLOWED OR THE RETURNED ITEM WILL NOT BE ACCEPTED.

1. Customer will request service by contacting TEK DigiTel Customer Support Department via telephone or e-mail.
2. TEK DigiTel Customer Support personnel will determine whether the problem requires the return of the product based on TEK DigiTel *Product Service Policy*.
3. If the problem requires service, the Customer Support personnel will assign the returning product a Return Materials Authorization (RMA) number and will notify the customer.
4. The customer will write the RMA # on the outside of the return shipment. This is our immediate form of verification that the return was authorized.
5. TEK DigiTel will notify the customer with verification of return and estimated time of re-delivery.

\*All returned goods must be sent freight prepaid. Any goods that come to TEK DigiTel freight collect will be refused and returned to the sender unless previously agreed to by us in writing on the RMA form.

\*\*Only those items that Customer Support approved for return will be eligible for return. For multiple return units, the customer must provide verification of the unit serial numbers before shipping or the units are not the responsibility of TEK DigiTel.

TEK DIGITEL CORPORATION RESERVES THE RIGHT TO REJECT ANY PRODUCTS THAT ARE RECEIVED IN POOR CONDITION DUE TO THE FOLLOWING REASONS:

1. Merchandise damaged due to improper packaging.
2. Warranty violations.

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