



## **TB Return and Repair Procedure**

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## Contents

TB Return and Repair Procedure .....	0
Incomplete or Damaged Shipments.....	2
Effective Warranties .....	2
Customer Agreement for Repair and Return Procedure .....	2
Return Procedure .....	2
Return Information .....	3
Repair Procedure .....	3
If the product is under warranty .....	3
If the product is out of warranty.....	4
Customer Service Department Contact Options .....	4
TelcoBridges Contact Information .....	5

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 Hardware Warranties**

All Hardware 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 misused or operated under abusive stress, 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 will be required 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 will 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 each associated with a specific product serial number. RMA numbers older than thirty (30) days need to be revalidated by calling TelcoBridges' Customer Service Department before the product is returned.


Once a RMA number is issued, a confirmation e-mail is sent to Customer's representative detailing the RMA number, product authorized for return and content to ship. Shipping instructions are detailed below in Return Information. The customer is responsible for shipping and handling fees but also the risk of loss and damages 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 materials should be used taking into account the container in which the returned product is shipped. The Customer is responsible for delivering the product to TelcoBridges safely and undamaged. Taking pictures of the equipment before shipment is recommended.

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 by email. 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.  
138 De La Barre, Boucherville,  
QC, J4B 2X7 CANADA

## Repair Procedure

### If the product is under warranty (HW\_SUPPORT)

- When possible, TelcoBridges' Customer Service Department might 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 ten (10) business days;
- TelcoBridges will then 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. If you are not ready to replace the unit in this time period, please let us know;
- We strongly suggest you reuse the packaging of the replacement unit to return the defective unit, or else please make sure that the returned unit is secured and safely packaged in a proper shipping box.
- TelcoBridges shall check the returned product after receipt and shall validate that it conforms to the procedure described in this document. Be advised that any damage that would occur in transportation due to poor packaging could result in compensation fees to replace broken components and assembly time;

- If the defective product is not received within thirty (30) days, TelcoBridges shall invoice the customer for the replacement product. The invoice will only be credited once 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" (OOW-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 their 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 a status update.
- For returned products where no fault is found, a Diagnostic charge of \$400.00 US plus shipping will be invoiced. The remainder of the out of warranty repair fee will be credited.
- For returned products that are defect but not repairable, a Diagnostic charge of \$400.00 US will be invoiced. The unrepairable product can be returned to the customer at his request. 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**

- Main phone line: +1-450-655-8993
- 24/7 phone: +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**

138 De La Barre, Boucherville,  
QC, Canada, J4B 2X7

Tel. +1 450 655 8993

[www.telcobridges.com](http://www.telcobridges.com)