

SymCom's Return Policy

An RMA (Return Material Authorization) is required for all products returned to SymCom. Any customer may call SymCom's technical support team to request an RMA.

Any customer, at any price level, may return "preferred products" within 30 days for cash or credit. "Preferred products" are indicated on SymCom's product price sheets.

Platinum, Gold and Silver Distributors May Request an RMA for Stock Rotation:

Platinum, Gold, and Silver Distributors may rotate like-new, "preferred products" in original packaging for up to 12 months—return shipping costs are the responsibility of the distributor. Credit* will be issued to the Distributor's account which may be used toward future product purchase orders with no expiration date.

After 12 months and up to 24 months, like-new, "preferred products" may be returned for a 30% restocking fee. Credit* (less applicable fees) will be issued to the Distributor's account which may be used toward future product purchase orders with no expiration date.

Distributors should inform SymCom of the quantity, date codes and model numbers of all units to be returned when requesting an RMA for stock rotation. Products beyond the timeframe mentioned above will not be accepted and will be returned to the Distributor or scrapped.

Distributors should furnish a copy of their original PO or invoice along with the returned products.

All other sales are final.

*No cash credits will be given for purchases over 30 days old.

Any Customer May Request an RMA for Non-Functioning SymCom Products.

In an effort to reduce the number of good, working units returned, SymCom's technical support team would like to talk to the end-user when they are experiencing a problem. This way we can attempt to resolve the problem before the customer removes the unit from the system. Oftentimes a simple installation or setting adjustment may be preventing the unit from functioning as the customer desires/expects. This can help alleviate returns that result in nothing found wrong.

Any customer may request an RMA to send non-functioning units that are still under their original warranty period back to SymCom. The RMA# should be marked on the outside of the package when sent to SymCom either directly, or through the distributor in which it was purchased. SymCom will evaluate the unit per **SymCom's RMA Procedure** and the customer (who received the RMA #) will be notified of the results of the warranty evaluation.

Disposition of the units will be handled according to *SymCom's RMA Procedure*. If the units are covered under warranty (has a manufacturing defect or component failure), we will repair or replace the unit, or at our discretion, credit the customer's account if the unit was purchased directly from SymCom.

We want to serve you, our customer, in the best way possible, so please feel free to contact us at any time with your questions or concerns.