



## Repair and Return Policy

All returned equipment, both in warranty and out of warranty hardware sent in for repair service must be accompanied by a Return Material Authorization Number (RMA). Out of warranty items also require a customer purchase order which includes the following information:

- Complete return ship-to-address
- Complete bill-to-address
- Preferred method of shipment if not best-way surface
- Name, address, e-mail and telephone number of contact person
- Detailed description of the nature of the failure
- RMA number – required for all equipment being returned

Ship the item for repair (pre-paid) and purchase order to:

**Coastcom**  
**Attn: Repairs**  
**1141 Harbor Bay Parkway**  
**Alameda, CA 94502-6511**

Hardware Repair services will be provided on all equipment shipped which is **In Warranty** on a "no charge" basis for a period of two (2) years from factory shipment. Further, such equipment which has been repaired while being In Warranty will receive an extension to the original period of warranty of three (3) months from the date of the repair provided the original period of warranty has less than three (3) months to expiration.

***In Warranty equipment returned for repair but found not to be defective or malfunctioning may be subject to an evaluation/upgrade fee.***

Repairs made to equipment, which is out of warranty, will be considered as being in warranty for a period of three (3) months from the date of repair. Out of warranty repair will be made at a fee determined once diagnostics are complete provided that failure is not due to mishandling. Repair charges for damaged equipment will be quoted to the Buyer and Buyer's acceptance of these charges is necessary before repairs will be made.

Coastcom will make every reasonable effort to repair and ship both in warranty and out of warranty repairs within twenty-one (21) calendar days.

For Non-Repairable items, Customer Service will contact the customer with available replacement alternatives.

### **Returned Material Procedure**

Request a Return Material Authorization Number (RMA) by contacting:

**Coastcom Technical Support (CTAC) at 1-800-385-4689**

### **Advanced Replacement**

Coastcom offers advance replacement of hardware through CAP services Gold & Platinum support programs. If you are not a CAP customer, advance replacement options will be handled on a case-by-case basis.

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If you require further information or assistance, contact Coastcom:

1141 Harbor Bay Parkway  
Alameda, California 94502

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