

CMS PRODUCT RETURN POLICY

CMS offers a 30-day return policy on most products sold. Manufacturer restrictions apply to certain merchandise. Customer may obtain additional details by contacting a sales representative or e-mailing rma@cmsc.com.

Products should be returned to:

**CMS Communications, Inc.
Attention: RMA
722 Goddard Avenue
Chesterfield, MO 63005**

- **Returned Products Must Be Complete.** All Products **MUST BE** returned complete, including all original boxes, packing materials, manuals, cables, power supplies, warranty cards, static bags, headsets and other accessories provided by the manufacturer or CMS. New Product must be un-opened and the manufacturer seal must not be broken. Product must be in fully resalable condition. Refurbished Product that does not contain a manufacturer seal must contain the original packaging, both inside and outside. Product without a seal will be opened and inspected by CMS's RMA Department. Product not properly returned may be subject to a fifteen percent (15%) restocking charge.
- Return Merchandise Authorization (RMA) Number. No returns of any type will be accepted by CMS unless accompanied by a unique RMA.
- Non-Defective Product Returns. Customer may return most *non-defective* Products directly to CMS within thirty (30) days of invoice date and receive, at Customer's option, credit or exchange. Non-Defective returns may be subject to a fifteen percent (15%) restocking charge.
- Defective Product Returns. Customer may return *defective* products directly to CMS within thirty (30) days of the invoice date and receive, at CMS's option, credit, replacement, exchange, or repair. After thirty (30) days, the manufacturer warranty may apply on *new* equipment and the standard CMS warranty applies on *refurbished* equipment. For warranties please contact 800-755-9169 or complete the on-line **Warranty Status** form at: www.cmsc.com/warranty_status.asp
- Special Order. Products that are special ordered are non-returnable and should have return restrictions noted at the time of sale.
- Refusal /Receipt. CMS reserves the right to refuse the return of incomplete Products.
- Responsibility for Shipping Costs. Customer is responsible for the cost of shipping returned items; CMS is responsible for the cost of shipping replacements or exchanges of returned items and will match Customer's shipping method.