

RETURN AUTHORIZATION PROCEDURES

Plantronics, Blackberry, IGO, Nxzen, Rivet, Mobile Action, X-Sport and MXP returns should be directed to Microcel under the following procedures.

In order to expedite your returns quickly and more efficiently, we have implemented the following procedure.

Please be sure to have POP and a description of the problem at the time that the consumer returns the accessory.

Upon your application for an R.A.:

- A revised RA form will be faxed or e-mailed to you; please make copies for future returns
- Complete the form as indicated, with proper MICROCEL part codes and re-fax to Microcel for approval.
- Fax RA form to 1-905-853-4363 or toll free at 1-800-753-6646
- Once approved, an RA# will be assigned and you will be notified by either fax or phone.
- Include a copy of the approved RA form in the box along with copies of your customer's proof of purchase
- **Clearly mark your RA# on the outside of the box to expedite your Return-PRODUCT RECEIVED WITHOUT A RETURN AUTHORIZATION NUMBER WILL BE REFUSED AND RETURNED AT CUSTOMER'S EXPENSE.**
- All RA's are to be sent PREPAID, by the carrier of your choice
- RA#'s are valid for 30 days ONLY, from date of issue.
- Microcel will process approved returns and a credit will be issued.
- If there are discrepancies between what was approved and what was returned, a discrepancy report will be emailed to you.
- Should replacement product be required, a new purchase order will be necessary.

PRODUCT WARRANTY

A product warranty sheet is available for your review. Please advise us if you require a copy.

We thank you for taking the time to review this information and look forward to a continued business relationship with you!

MICROCEL TECHNICAL SERVICES

1210 Kerrisdale Blvd. Unit #1, Newmarket, ON L3Y 7V1 CANADA
1-800-565-9192/1-905-853-2568

SAMSUNG, SONY ERICSSON, AND MOTOROLA OEM ACCESSORIES ARE TO BE RETURNED TO THE APPROPRIATE OEM DEPOT.