

RETURN AUTHORIZATION PROCEDURES

Rivet, Siemens OEM, Andrew Wireless, Plantronics, Panasonic (cases only), Motorola (T193 cases only) and Samsung (cradles only) 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 procedures when requesting an RA#:

- A blank RA form will be faxed or e-mailed to you; please make copies for future returns; or go to our website under 'downloads' then 'warranties'
- 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.
- 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 8Z9 CANADA
1-800-565-9192/1-905-853-2568
www.microcelaccessories.com

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