

Teltek's Warranty and Replacement Policy

New Equipment Sales and Installations:

A one-year equipment and labor warranty will take effect on the day of the installation. Warranty does not cover changes in programming, service provider failures, or claims resulting from customer negligence, misuse, theft, abuse, acts of God (including, but not limited to, lighting strikes, power surges and fire/water damage). Avaya IP Office Telephone systems will have 30-day post install grace period to include: programming changes, training, and updates/upgrades. Please note that all sales are final once the equipment has been installed.

Refurbished/Used Equipment Sales and Installations:

A 90-day equipment and labor warranty will take effect on the day of the installation. Warranty does not cover changes in programming, service provider failures, or claims resulting from customer negligence, misuse, theft, abuse, and acts of God (including, but not limited to, lighting strikes, power surges and fire/water damage). Avaya IP Office systems will have 30-day post install grace period programming changes, training, and updates. Please note that all sales are final once the equipment has been installed.

Internet Sales:

A 90-day equipment warranty will take effect on the day equipment is ordered. Warranty will not cover service provider failures, or claims resulting from customer negligence, misuse, theft, abuse, and acts of God (including, but not limited to, lighting strikes, power surges and fire/water damage). Equipment may be returned within 30 days for any reason (restocking fee may apply) with a return authorization number (RMA). Advance replacements will be offered if equipment arrives or becomes defective within 30-days after the receipt of equipment.

Extended Warranties, Maintenance/Service Contracts:

Teltek offers a wide variety of maintenance agreements from our Gold and Silver packages to standard equipment replacement as well as customized maintenance offerings. Services such as discounted Moves, Adds and, Changes (MAC), voice and data cabling protection, 24-hour system monitoring, on-site tech time, upgrades, repairs and service provider liaison services are available with our maintenance offerings; please contact a sales consultant to learn more.

Additional Information:

- Obligations under warranty will be limited to repairing a defective part, replacing the part with a similar refurbished or new item or refunding the purchase price. Teltek will not be responsible for items that become discontinued and unavailable by the manufacture.
- Returns (from Internet sales & pre-installation orders) are subject to a restocking fee of 25% and must have a return authorization number (RMA).
- The customer will be responsible for all shipping fees associated with a return unless the product was defective or dead on arrival (DOA).
- Warranties will not be void if serial numbers and/or warranty stickers have been removed or tampered with, if any parts are missing or if any equipment/part is returned damaged.
- If returned equipment is **not** defective (customer judgment error), a \$25.00 Service charge and the cost of shipping will be billed to the customer.
- Returns are not available for specially ordered merchandise

Advanced Replacements:

- Advanced replacements of defective equipment will be issued no later than 30 days from original invoice date. Any defective equipment to be returned after 30 days of original invoice is considered an item covered under warranty and is not eligible for Advanced Replacement.
- Advanced replacements are billable, if not returned within 7 days following receipt of advanced replacement. (Estimate 7 days to receive the advanced replacement and 7 days to ship original equipment back). After that time, if we have charged your card **we will not accept the original merchandise** and will not reverse the charge. It is advisable to keep the tracking record for equipment being returned.
- Defective equipment **must** be received by Teltek within seven (7) days of receiving Advanced Replacement. **NO EXCEPTIONS!**
- Advanced Replacements will be shipped UPS ground service at Teltek’s expense. Customer has the option to pay the difference for air delivery.
- **Under no circumstance** can any customer have **more than one** advanced replacement at any given time.

Advanced Equipment Request

A Warranty item must be returned to Teltek to determine if the equipment is repairable or needs to be replaced. If a customer would like an Advanced Replacement on a warranty item, he/she must adhere to the terms listed above for Advanced Replacements.

Company Name _____

Company Address _____

I understand I will be charged for the Advanced Replacement if original merchandise is not received within seven (7) days of receipt of Advanced Replacement. I understand I will not be refunded if the original merchandise is not returned to Teltek Systems within the above mention time schedule.

I authorize Teltek Systems to charge my credit card for any merchandise not received within seven (7) days.

Credit Card # _____ Exp: _____

Cardholder’s Name: _____

Cardholder’s Signature: _____ Date: _____

If you have any questions regarding our warranties, returns or maintenance agreements please contact our office at 1.866.9.TELTEK