

## **Customer Returns and Warranty**

### **Procedure**

- a. Customer should contact Comba Telecom Technical Support by telephone or email for support. If appropriate, Comba will issue a RMA (Return Materials Authorization) number and advise customer to return the failed unit to Comba and obtain a replacement unit from Comba.
- b. Customer should complete the Comba RMA form and email it to Comba Telecom – Customer Service.
- c. This RMA number will authorize the return as well as providing a reference for all future correspondence. It is therefore important that this RMA number is recorded on all related documentations when contacting Comba Telecom, Inc. and the RMA form must be included with the returned unit.
- d. RMA numbers are valid for 30 days. If the goods are not returned within this time, a new authorization RMA number will have to be requested.
- e. A product model number and product serial number must be supplied before a return is authorized and RMA number given.
- f. A Warranty claim if considered valid will be either repaired or replaced at the discretion of Comba Telecom, Inc.
- g. All Items returned must be properly and suitably packaged to prevent damage and must show the RMA number externally. Comba Telecom, Inc. reserves the right to decline any goods not meeting these criteria and return them to customer.
- h. Items returned without an authorized RMA number will not be accepted within the Returns Procedure and Comba Telecom, Inc. reserves the right to immediately return the goods to customer at customer cost.
- i. Customer is responsible for the cost of returning the failed units to Comba Telecom, Inc.



## Contact Details

- a. Customer Service  
Tel: +1 866 802 7961 ext 5  
[customer.nam@comba-telecom.com](mailto:customer.nam@comba-telecom.com)  
M-F 9:00am – 5:00pm (PDT)
  
- b. Technical Support  
Tel: +1 866 802 7961 ext 4  
[techsupport.nam@comba-telecom.com](mailto:techsupport.nam@comba-telecom.com)  
M-F 9:00am – 5:00pm (PDT)
  
- c. Sales  
Tel: +1 866 802 7961 ext 3  
[sales.nam@comba-telecom.com](mailto:sales.nam@comba-telecom.com)
  
- d. US Headquarter  
Tel: +1 866 802 7961  
Fax: +1 408 526 0181  
[combausa@comba-telecom.com](mailto:combausa@comba-telecom.com)  
568 Gibraltar Drive, Milpitas, CA 95035
  
- e. Website  
<http://www.combausa.com>



**RMA (RETURN MATERIAL AUTHORIZATION) REQUEST FORM**

**Comba Telecom Inc.**  
**568 Gibraltar Drive, Milpitas, CA 95035**  
**Tel : 1-408-526-0180 Fax : 1-408-526-0181**

Date : \_\_\_\_\_.

From : \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_   
Tel: \_\_\_\_\_ Fax: \_\_\_\_\_  
Emai : \_\_\_\_\_  
ATTN: \_\_\_\_\_

**Product Information:**

Item	Model	Serial Number	Qty	Problem Description
1				
2				
3				
4				
5				
6				
7				
8				

**RMA and Transportation Information:**

RMA# : \_\_\_\_\_  
Location of Product : \_\_\_\_\_  
Transportation Method : \_\_\_\_\_  
Shipping Forwarder : \_\_\_\_\_

Printed Name : \_\_\_\_\_

Signature : \_\_\_\_\_

**For Comba Use (only)**  
**Recommended Action :**

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_