

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 (408) 526 0180 ext 1
customerservice@combausa.com
M-F 9:00am – 5:00pm (PDT)

- b. Technical Support Tel: +1 (408) 526 0180 ext 3
techsupport@combausa.com
M-F 9:00am – 5:00pm (PDT)

- c. Sales Tel: +1 (408) 526 0180 ext 2
sales@combausa.com

- d. US Headquarters Tel: +1 (408) 526 0180
Fax: +1 (408) 526 0181
comba@combausa.com
568 Gibraltar Drive, Milpitas, CA 95035

- e. Website <https://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 Transfortation Information:

RMA# : _____
Location of Product : _____
Transportation Method : _____
Shipping Forwarder : _____

Printed Name : _____

Signature : _____

For Comba Use (only)
Recommended Action :

Approved by: _____ Date: _____

Printed Name: _____ Signature: _____