



Repair and Return Procedure

Thank you for purchasing TeleMatrix telephones. Marquis hospitality telephones are covered by a five (5) year warranty. SpectrumPLUS business sets are covered by a two (2) year warranty. Warrantee's may be viewed at: www.telematrix.net/telematrix-downloads/ under Documents

To have your telephones repaired please follow this simple procedure:

1. Call your regional TeleMatrix office and talk with Technical Support so they may assist you with "trouble shooting". Please see regional telephone numbers listed below.
2. If it is determined by Tech Support that your telephone needs to be returned, please box it up carefully, sending in to your respective TeleMatrix Office.
3. We have a "no-hassle" warrantee - not forms to fill out, no purchase receipt required, simply box and send, with your contact and return address information included.
4. Your telephones will be tested repaired or replaced and sent back to you as soon as possible.

All warranty work must be sent to your regional TeleMatrix address: Please include your contact and return address information in with the telephone you are returning.

USA:

Attn. Returns
5025 Galley Road
Colorado Springs
Colorado 80915 USA
Tel. 719/638-8821
Fax. 719 638 8815

Europe:

Attn. Returns
Unit 33, Stratford Office Village
Walker Avenue, Wolverton Mill
Milton Keynes, Buck
MK12 5TW
United Kingdom
Tel. +44 (0) 1908 682180
Fax. +44 (0) 1908 682189

Middle East/India:

Attn. Returns
Hamriyah Free Zone
Sharjah, UAE
Tel. +971 4 2676550
Fax. +971 4 267361

Beijing, China:

Attn. Returns
Full Tower 2203
9 Dong San Huang Zong Lu
Beijing 1000020
Tel. +86 10 85911289
Fax. +86 10 85911525

If you are sending telephones back for credit, please note the following:

Return Authorization for Credit (RMA):

1. No return for credit will be accepted without prior written authorization by an employee of TeleMatrix and with a return authorization number issued by TeleMatrix.
2. Phones returned for credit without a TeleMatrix return authorization signed by an employee of TeleMatrix remain Distributor's property even if delivered to TeleMatrix. Returns are not acceptable in lieu of payment of any outstanding invoices. All such items will be returned to Distributor. If Distributor refuses the return, Distributor will be charged storage for the units at a rate of 1% of the value of the phones per week from the date of original receipt of the goods by TeleMatrix.
3. Phones received for credit in a damaged condition due to improper packing by Distributor will be returned without an issuance of credit.
4. Phones damaged in shipment to TeleMatrix will not be accepted for credit. Distributor must make claims against the carrier.
5. Phones returned without boxes or accessories will be subject to a refurbishing charge of not more than \$6.00 per phone.
6. All phones returned to TeleMatrix that are designated as defective, but are found not to be defective, as determined by TeleMatrix test criteria, or which are out of warranty, will remain Distributor's property. Those phones will not be accepted for credit against Distributor's account even if returned with a TeleMatrix return authorization.