

## Warranty Claim Worksheet

Return worksheet to: [RMA@cetisgroup.com](mailto:RMA@cetisgroup.com)

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### Warranty Instructions

- Please complete the requested information on this worksheet and email to [RMA@cetisgroup.com](mailto:RMA@cetisgroup.com).
- A Cetis Support Technician or Warranty Service Advisor will review the information prior to assigning the RMA#. Often, it is determined in advance that a solution or remedy may be available to you which will eliminate the need for you to ship your products to our facility. This can save you considerable time and money and the pre-qualification review is a service provided to you at no charge. If it is determined that the product requires return, an RMA# will be issued to you within one business day. If you do not receive your RMA# and documents by return email within one business day of submitting your worksheet, please contact us. If you require assistance or have any questions, please contact our Warranty Support Team by calling 800-462-9446 and following the prompts.
- **General Warranty Claim Information:** Please note that an RMA number, provided by Cetis, is required for all items being returned for warranty claim service. This RMA number should be referenced on the packing slip or shipping label on the outside of the master carton. Any paperwork, in reference to the RMA that may be provided to you by Cetis, should be printed and placed inside the master carton prior to shipping. This action will expedite your service. Any items returned to Cetis, without prior approval and RMA assignment, may result in refusal of the delivery and additional shipping charges.
- **Packaging Your Return:** All items returned to Cetis should be packaged appropriately to prevent further damages in transit. Returns should include all accessories, user's manuals, cords, batteries, components, power adaptors, etc. Unless alternative direction is given by a Cetis Technician in advance, only whole telephone units should be returned for warranty claims. A whole telephone unit includes a base, a handset, and all corresponding accessories, including batteries, if applicable.
- **Returns for Credit:** Credit for returned products may be issued contingent upon the age and condition of the returned item. Any items returned to Cetis that are accepted for credit are subject to a 15% restocking fee. Purchases that exceed the 30-day return period are not eligible for credit without written pre-approval from Cetis. Freight charges are non-refundable. Used or damaged goods are not returnable for credit, but may be eligible for repair or replacement under the standard warranty agreement. If you have any questions, please call the customer service office at 800-462-9446.

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### Warranty Return Address:

Cetis, Inc. Attn: Warranty Services 4975 North 30th Street, Colorado Springs, CO 80919

Name of person to be contacted at property regarding any questions or updates surrounding this RMA.

Phone Number & Email Address of above contact person.

Property Name. This is the name of the location where your product has been installed or is in use.

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- **Return Shipping Information:** Address to which any repaired items should be returned to customer, from Cetis, following evaluation and/or completion of any repairs.

Business Name:

Address 1:

Address 2:

City:

State:

Postal Code:

Phone:

Attn:

- Please check all of the troubleshooting options on the following page that you have performed, prior to requesting an RMA. This will help us better evaluate your situation, and whenever possible, we may be able to help you resolve the issue remotely, thus saving you both time and money.

## Troubleshooting 101

### Corded Phones

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- I've switched the entire unit out (including base, handset, cords and/or adaptors) with a known working model and the replacement unit worked.
- I've checked both the handset and the speaker button on the base (when applicable) and get the same results from both. (If base works but no sound in handset—try replacing handset only, with a known working handset to see if this corrects the problem.)
- I've checked all cords and cables to ensure there is no damage. (Broken clips, colored wire jackets exposed anywhere, exposed metal wire, etc.)
- I've checked the handset cord to make sure it is plugged into the handset jack and not the dataport. (Dataport is usually near the top of the phone and the handset jack is usually near the lower left of the phone, close to the base of the handset.)
- I've evaluated my telephone unit (typically around the buttons or on the edges of the faceplate that are not protected by the clear plastic faceplate overlay) for any signs of liquid damage that is typically the cause of keys "sticking" and can have irreversible damaging effects on circuitry. ("Sticking" or "hard to press" keys are almost always an indicator of liquid damage.)
- I've evaluated my telephone unit for obvious signs of misuse or abuse and there is no evidence of external damage or tampering. No one has attempted to open the telephone (damaged warranty stickers over the screw holes void the warranty).

### Cordless Phones

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- I've switched the entire unit out (including base, handset, cords and/or adaptors) with a known working model and the replacement unit worked.
  - I've checked both the handset and the speaker button on the base (when applicable) and get the same results from both.
  - My handset powers on, but only beeps when I try to use it. (This means the handset requires de-registration from the base, is being used with the wrong base, or needs to be synched to the base.)
  - I've checked all cords and cables from the base unit to the wall to ensure connectivity.
  - My battery will not stay charged. I've confirmed that my phone is not plugged into an outlet that is controlled by a light switch or an outlet that is on a timer. (If either is found to be true, the power is most likely being cut off from the base unit for extended periods of time and not allowing the battery to charge fully.)
  - I've evaluated my telephone unit for any signs of liquid damage that is typically the cause of keys "sticking" and can have irreversible damaging effects on circuitry.
  - I've evaluated my telephone unit for obvious signs of misuse or abuse and there is no evidence of external damage or tampering. No one has attempted to open the telephone.
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Please complete the required product information fields regarding each item for which you are requesting an RMA number. Three fields must be completed for each item. These fields are: Model Designation or Part Number, Series or Serial Number, and Symptom or Complaint. (If you are returning an order for credit, which has not been opened or used, you may not be required to list serial numbers or symptoms.)

Model/Part Number	Serial Number/Series Number	Symptom/Complaint