Cetis
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Requesting A Return Merchandise Authorization (RMA)

Please note that an RMA number provided by Cetis is required for all items being returned for warranty claim service. To eliminate the expense of shipping items to Cetis unnecessarily, please see our troubleshooting section prior to requesting an RMA. In the event you are issued an RMA number, it should be referenced on the packing slip or shipping label that is affixed to the outside of the master carton. Any paperwork, in reference to the RMA that may be provided to you by Cetis, must be printed and placed inside the master carton prior to shipping. This action will expedite your service. Any items returned to Cetis without RMA approval may result in refusal of the delivery and additional shipping charges.

Troubleshooting Tips

Many times, items are returned for warranty service, which do not have any warranty defect. Basic on-site troubleshooting, prior to requesting an RMA, can save you a lot of time and money. This will also help us better evaluate your situation, and whenever possible, we may be able to help you resolve the issue remotely. Please answer the following questions to determine if you need to request an RMA from Cetis.

1. I've switched the entire unit out (including base, handset, cords and/or adaptors) with a known working model and the replacement unit worked.
2. I've checked all cords and cables to ensure connectivity.
3. If my phone is equipped with a hands-free speaker option, I've checked for dialtone in both the handset as well as through the speaker while the handset is on-hook.
4. I've checked the handset cord to make sure it is plugged into the handset jack and not the dataport. The handset jack is on the left side or top side of the phone. The dataport is on the right side or the bottom side of the phone.
5. I've tested my cordless phone by placing a new, fully-charged battery in the handset.
6. I've confirmed that my power adaptor is not plugged into an outlet that is controlled by a lightswitch.
7. I've confirmed that my cordless handset is being used with the correct base unit.
8. 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.
9. I've evaluated my telephone unit for obvious signs of misuse or abuse and there is no evidence of external damage and there are no “rattling” noises to indicate a unit has been dropped or otherwise damaged.
10. I've confirmed that all labels and “Void if Removed” warranty labels are intact. I understand that items received with missing or damaged serial number or warranty labels are considered out of warranty due to tampering.

Requesting an RMA

If you have determined you need to call to request an RMA, please call Cetis Customer Service at +1.719.638.8821 and be prepared to have the following information ready for the service agent:

- Full first and last name, phone number and/or email address of the party at your location to be contacted regarding any questions or updates surrounding this RMA
- Your business name, address and phone number (This is name of the location where your product has been installed or in use.)
- Company name of the Authorized Distributor who originally purchased the items from Cetis.
- The date you purchased these product(s)
- The physical address to which any repaired items should be returned
- Model Designation or Part Number, Series or Serial Number, Symptom. (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.)

Packaging Your Return
All items returned to Cetis should be package appropriately to prevent further damages in transit. If you are shipping more than one item in a large box, each item should be individually boxed, wrapped, or otherwise protected from the other items within the master carton. Any items found to be improperly packaged, and subsequently damaged in transit, will be considered void of warranty. Please see *Returns for Warranty Service* or *Returns for Credit* for specific details regarding your specific type of RMA.

Returns for Warranty Service
Approved returns for repair must include all accessories, cords, batteries, components, and power adaptors but may be shipped in alternative packaging (Please see *Packaging Your Return* for additional tips). Unless alternative direction is provided 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. Approved returns for credit should include all accessories, user's manuals, cords, batteries, components, power adaptors, etc. and must be in the original and undamaged Cetis packaging. Any items returned to Cetis that are accepted for credit but require re-packaging, are missing any of the previously listed accessory items, or that require reprogramming or re-faceplating, are subject to a 15% restocking fee. Purchases that exceed the 30-day return period are not eligible for credit. Freight charges, customization charges, and/or service fees 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 +1.719.638.8821.

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Shipping Your Return
Unless otherwise instructed, you should ship your warranty claim items to the following address:

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

Your RMA number should be referenced on the packing slip or shipping label that is affixed to the outside of the master carton. The RMA that may be provided to you electronically by Cetis, must be printed and placed inside the master carton prior to shipping.

Out of Warranty Item
If the items you return are determined to be nonfunctioning but out of warranty due to age, discontinuance, damaged as the result of misuse, abuse or improper packaging, or other warranty voiding factors, you will be contacted via telephone call or email to the contact listed on your RMA. Within 10 business days of that initial call, we require your shipping instructions if you choose to have Cetis return the items to you (you will be responsible for all shipping charges). After the ten days, those items will be destroyed and discarded. Cetis will send you an email detailing the reason(s) why your product(s) were found to be out of warranty.