

## **Limited Product Warranty**

StoreCom, LLC. warrants its products to be free from defects in material and workmanship under normal and proper use and service for a period of one (1) year from the date of purchase. StoreCom's obligation under this warranty does not apply to defects due, directly or indirectly, to misuse, abuse, negligence or accidents. This limited warranty does not cover the repair of scratched, broken, or modified plastics or other cosmetic damages: parts that have been altered, defaced or removed. This limited warranty does not apply to repairs or replacement necessitated by any cause beyond the control of the seller including, but not limited to, operation contrary to furnished instructions, shipping or transit accidents, modification or repair by the user, abuse, misuse, neglect, accident, fire, flood, or other acts of God or normal wear and tear. StoreCom will repair or replace any unit that is proven to be defective in material and/or workmanship. StoreCom reserves the right to determine whether there is a defect in material and/or workmanship, and whether or not the product is within the warranty period.

### **Returning In-Warranty Defective Products**

To return a product to StoreCom for warranty replacement or repair.

1. Call StoreCom for an RMA number
2. A replacement can be forwarded to you immediately. You will be billed for the replacement and a credit will be issued upon receipt of defective unit and warranty determined.
3. Send unit back to StoreCom via the best carrier. Including an explanation of failure and desired solution - either repair or replacement.

To return a product that you no longer need for credit.

1. Call StoreCom for an RMA number.
2. Send unit back to StoreCom via the best carrier. Including an explanation for returning the product.

All products must be in new, resalable condition. Any product returned after one (1) year from date of manufacture stamped inside the units and original purchase will be subject to a 25% restocking charge. All credits issued will be store credit. No cash refunds will be issued.

### **Returning Out-of-Warranty Products for Repair**

1. Call StoreCom for an RMA number.
2. Send unit back to StoreCom via the best carrier. Including an explanation of failure.
3. Unit will be repaired and returned on time.
4. A flat fee for service will be charged.
  - \$40.00 for all wall and desk intercoms
  - \$80.00 for all page adapter/power supplies.
  - \$50.00 for all telephone products.
5. Any product sold by StoreCom but not manufactured by them will carry only that manufacturer's warranty.

All returns and repairs are to be shipped at the shippers expense to the following address:

**StoreCom Equipment LLC  
1102 E Dixie Dr  
West Carrollton OH 45549  
1-800-356-0368  
Fax 1-937-428-9656**