**PRODUCT, WARRANTY AND SERVICE RETURN POLICY**

Guardian Telecom, A Division of Circa Enterprises Inc. is committed to ensure that all products are quality tested and inspected prior to shipment from the factory and are in full working order when shipped.

Guardian Telecom warrants that its products are free from defective workmanship and materials. Guardian Telecom will, within one year from the date of final sale to the customer, replace or repair such products provided they are returned to our facilities for examination.

This warranty does not extend to any items that are deemed to have been misused, modified, neglected, improperly specified, improperly installed, or used in violation of instructions or specifications approved by Guardian Telecom.

Any product returned requiring warranty service, repair, or credit must reference a Returned Materials Authorization number (RMA #) which must be obtained from the manufacturer prior to the customer shipping a product to our facilities.

***Return Policy***

* Returns without the prior written consent of Guardian Telecom will not be accepted, please obtain an RMA authorization number prior to shipping.
* Merchandise returned for credit is subject to a restocking charge, please contact Guardian sales for additional information.
* Merchandise intended for credit must be returned in the original factory sealed packaging.
* Brokerage, if applicable, is the responsibility of the customer.
* If merchandise is returned and found to have been opened, used, and/or broken, the goods will be returned to the customer (collect) and payment in full will be required.
* Custom or third party equipment return claims are subject to pre-approval by Guardian and may not be accepted based on external OEM policies.
* Returns will not be accepted after ninety (90) days.

***Repair Policy***

The manufacturer shall repair equipment out of warranty on a service-charge-plus-parts basis.

* To return products for repair, you must first obtain a Return Material Authorization (RMA) number from Guardian Telecom’s Technical Service Department.
* All RMA items to be shipped to and from Guardian Telecom or an authorized service depot with freight (and brokerage if applicable) pre-paid by the customer.
* After an RMA number has been issued, it is valid for customer shipment to Guardian Telecom for 90 days.
* The RMA number must be prominently marked on the returned package.
* Upon receipt of the goods in need of repair, Guardian Telecom’s Technical Support Department will contact you within five (5) working days to provide a quotation on the cost (if applicable) of the repair.
* Products left at Guardian Telecom without an approved disposition for greater than 90days will be considered abandoned and shall be e-Cycled.

***Exchange Policy***

* No exchanges or returns without the prior written consent of Guardian Telecom.
* If replacement (exchange) product is required, it shall be shipped in the most expedient manner consistent with the urgency of the situation and as authorized by the customer.
* Freight costs are the responsibility of the customer.