



877-C2W-0017 | 1295 S. Lewis St. | Anaheim, CA 92805
 516-490-1050 | 58 Bethpage Rd. | Hicksville, NY 11801
sales@c2wireless.net

Company: _____

Address: _____

Phone: _____

Contact: _____

Fax: _____

	QTY	INVOICE #	MODEL	IMEI/ESN	PURCHASE DATE	PROBLEM	REMARKS (for office use only)
1.							
2.							
3.							
4.							
5.							
6.							

- Phones returned must have less than 30 minutes talk time, higher will be refused
- Box must have RMA number marked clearly on the item(s) returned
- RMA numbers are valid for 10 days from date of issue
- Products must be returned complete and in original condition and packaging
- RMAs are subject to approval by C2 Wireless

Limited Warranty

All our line of products is Original Equipment Manufacturer (OEM) and should be forwarded directly to the manufacturer against any defect (please refer to manufacturer's warranty policy).

Dead on Arrival (DOA)

For DOA merchandise, customer must request Return Merchandise Authorization / RMA # by emailing sales@c2wireless.net within 10 business days from the invoice date. Please include product description, invoice number and problem. Upon receiving RMA number, an RMA form should be completed and forwarded back to C2Wireless with the DOA merchandise described in your original return authorization request.

Each RMA Number is valid for one time only and should not be used for any other product that was not authorized at the time of your RMA request. All DOA product return must be received by C2Wireless warehouse within 10 business days from issuance date of the RMA number.



C2Wireless will not accept any returned goods that do not have an authorized Return Merchandise Number and such RMA number should clearly appear on the outside of your shipped package.

Once the DOA returned product is received, unopened in the original box and/or unused, we will exchange it with the same product if available or credit your account for the full paid price as per your invoice, such credit to be applied toward future orders. All DOA returned products must be packed in the original, unmarked packaging including any accessories, manuals, documentation and registration that were shipped with the product. All returned product must be suitably packaged in order to prevent damage. We will not accept responsibility for goods, which are damaged while in transit back to us.

All returns must be shipped back to C2Wireless via prepaid freight, we recommend using UPS or FED EX. We accept no responsibility for loss or damage occurring in transit. We reserve the right to charge a **30%** Re-stocking fee for products returned which are not DOA.

All DOA product replacements will be shipped back to customers via prepaid freight.

The original and return shipping and handling charge will NOT be refunded or reimbursed under all circumstances.

Return Instructions:

Please send the product back to us, via UPS or Fed Ex, to the following address:

C2Wireless

Attn:Return Department

Your C2W Sales Rep Name:

RMA#

1295 S. Lewis St.

Anaheim, CA 92805

Please include the following information for us to process your return:

1. Copy of the original invoice.
2. Reason for the return.
3. If the product is defective, please describe briefly the problem of the product. Please also include your purchased product for us to evaluate the problem.
4. If exchange, please indicate what other product you like in exchange.
5. Address to ship back the product to.

Please be advised that you can expect a replacement or refund within 7 to 14 business days of our receiving your return.