

RETURN POLICY

Please familiarize yourself with our return policy. Manufacturers continue to adopt stricter defective return policies which we, in turn, must convey to you.

A Return Authorization (RA) Number is Required on ALL Returned Merchandise, Without Exception!

A Return Authorization number may be obtained by calling our office at 800-847-5629. Please be prepared to provide the following return information when requesting a Return Authorization number: Your original purchase order number and/or the TeleDynamics invoice number the item was purchased on, the quantity and model number(s) of items to be returned, and the reason for return.

Instructions for Returning Merchandise

Returns should be shipped prepaid to the address below. Include a copy of your TeleDynamics invoice. Please note your Return Authorization number on the outside of the packing box. Insure all returns at full value (including when using U.S Mail).

TeleDynamics
Attn: Returns/RA#R12345
2200 Wheless Lane
Austin, TX 78723

***TeleDynamics is not responsible for returns not received at our warehouse.**

***All Return Authorizations not received within 60 days of being issued will be cancelled.**

***Please remove the battery from all electronic items before shipping (cordless telephone handsets).**

Defective Returns

Most merchandise purchased from TeleDynamics that is initially defective within 30 days of the dealer invoice is eligible for replacement. Inform your customer that if the merchandise is defective on delivery, it must be returned intact (with all parts, decorator box and manual). Emphasize to your customer that you will replace only the items returned. You will be billed for incomplete merchandise.

***You will be charged a 10% restocking fee for any working units returned to us.**

***Discontinued and closeout merchandise must be returned to the factory for repair.**

Advance Replacement

Advance Replacements for defective merchandise will be handled in one of two ways:

1. If your account terms are COD, CREDIT CARD, or PREPAID, all advance replacements must be paid for in advance. Once the defective is received at TeleDynamics, a refund will be issued.
2. If you have a NET terms account, the advance replacement will be billed to your account. Once the defective is received at TeleDynamics, a credit will be issued and applied to the open invoice.

Refund or Credit

If a refund or credit is requested for returned merchandise, it will be issued at current pricing.

Manufacturer Warranties

If merchandise is found defective outside the TeleDynamics 30 day return period, the customer should be referred to the manufacturer's warranty. At the point of sale, it is your responsibility to inform your customer about the warranty offered by the manufacturer. Most warranty instructions are outlined in the product Owner's Manual. Should the merchandise fail within the manufacturer's warranty period, the warranty exists between your customer and the manufacturer. If you choose to allow your customer to return the equipment to your store, you should return it to the appropriate factory for repair. Return the defective unit directly to the factory. You may wish to provide the customer with a loaner. TeleDynamics does not handle repairs.

TERMS AND CONDITIONS

Terms of Sale

NET Terms: To apply for Net 30 terms, complete and sign the Credit Application and return it to our Credit Department via fax or email. Please allow 2-3 weeks for processing your credit application, including reference checks (this allows enough time to get a response from your references). After processing, you will receive notification via mail that your Net 30 account has been approved. Open account terms are available to U.S. customers only. COD Company Check Terms: Please complete a Credit Application to apply to pay by COD Company Check. COD Company Check is accepted only with prior approval from your bank (please allow 5-10 days for processing).

Credit Card, COD Cashier's Check/Money Order: If you prefer to pay by means other than Net 30 or COD Company Check Terms, we will also accept Credit Card (Visa, Mastercard, and American Express) or COD Cashier's Check/Money Order.

Pricing Policy

Pricing is subject to change without notice due to manufacturer's changes.

MAP Pricing Policy

Some manufacturers require a Minimum Advertised Price (MAP) for specific products. MAP policies are put in place to protect the integrity of a product's advertised price. Products with a MAP policy in effect may not be advertised at a price lower than the MAP. By purchasing a product with a MAP policy, you are agreeing to abide by the MAP policy set forth by the manufacturer. Customers that violate any MAP policy may have their right to purchase certain products rescinded; TeleDynamics reserves the right to revoke buying privileges from any customer found violating a MAP policy.