



RMA POLICY

All products are given a three-month electronic warranty and a 48 Hour cosmetic warranty. Both electronic and cosmetic warranty begins after receipt of the product. All customers must inspect the product and contact Spectrum Wireless within this time period if there are any problems with the product.

Because the product is refurbished and not new, minor imperfections, which do not interfere with the normal use of the product, are not covered by this limited warranty. This warranty only applies to damage to the product and is non-transferable.

This warranty does not apply to any product, or part thereof, which, in the opinion of Spectrum Wireless, Inc., has suffered or been damaged through alteration, use in commercial application or rentals, modification or repair by anyone other than Spectrum Wireless, Inc., improper connection of equipment to other manufacturers, mishandling, misuse, neglect, abuse, accident, or defacement.

This warranty does not cover ordinary adjustments, which can be performed by the subscriber as outlined in the owner's manual and external signal reception (low signals) problems.

In addition, Spectrum Wireless is not responsible for markets that change from analog to digital service or vice versa as this is a carrier related issue, **NOT** a warranty issue.

If a product is covered under warranty, A RMA form must be filled out to receive an RMA Number. Once received, a RMA Number will be issued. This RMA Number must be visible and present on the outside of the package. ANY PACKAGE that does not have a RMA Number will be refused and sent back at the owner's expense.

Spectrum Wireless will repair or replace any product covered under warranty. **NO REFUNDS** will be accepted.

Product that has been returned to Spectrum Wireless that is not covered under warranty or has passed the warranty period shall be either repaired or sent back to the customer. Any repairs not covered under warranty shall be charged parts and labor to the customer.