

## Terms & Conditions for Repairs/Refunds

In the unlikely event of your Starcom developing a fault, contact our support staff through the form on the [Starcom1.com](http://Starcom1.com) site.

### **RMA - Returned Materials Authorisation Form**

If you do need to return your Starcom to us you will need to download the **RMA form**. This should be completed and sent with your items for return. If you wish for a reference number for your return, you can contact us and one will be supplied once the items have arrived and booked into our system. You can then use this number when making enquiries regarding your repair/refund.

### **Warranty**

If your Starcom is within its 12 month Manufacturing warranty period, please supply a copy of your invoice as proof of warranty. Your Starcom will be repaired free of charge under the terms of our manufacturer's warranty. Your unit will be despatched upon completion of repair, free of charge.

In the event of no fault found there will be a charge of £7.50 (overseas deliveries will incur a charge of £25) to cover the cost of re-delivery. We also reserve the right to charge our standard service charge if no fault is found with the items.

Note – Headsets are considered consumable items, they are covered under a 3 month manufacturing warranty. This does not cover standard wear and tear from use of the headset.

### **Non-Warranty**

Items which are not within their warranty period will have the following charges applied:

Standard service charge: £25 per hour

Delivery £7.50 (UK) or £25 (overseas)

Any necessary replacement parts will be quoted for and you will not be charged for these until we have your approval.

If you decide not to proceed with the repair, the service charge will still be payable as well as the delivery charge if you wish the goods to be returned.

If payment is not received after 3 months from notification of completion of the repair, the items will be discarded.

### **Items Returned from Overseas**

It is very important when sending us any goods from outside the UK to mark the package as 'Returned Goods' or 'Goods for Repair'. Failure to do so will cause UK Customs to charge us import Duty, which is not due since you are not supplying us with new product for sale. We will either refuse any such deliveries or charge you for the cost of Duty payable.

### **Goods Returned for Refund**

Goods for refund must be returned within 7 days of receipt of delivery.

They **MUST** be sent with a completed RMA form, describing the reason for return.

The goods must be returned in their original packaging with all accessories, manuals etc. in an 'as new' condition.

Please allow up to 30 days for refund to be processed if a refund is agreed. Goods returned for refund may be subject to a 25% re-stocking and Administration fee. Used Headsets **do not** qualify for refund unless they are faulty. For hygiene reasons, we cannot offer refunds for headsets as they are disposed of.

Starcom reserves the right to change any of the above terms and conditions at any time with immediate effect.