



Communications Specialties Inc. 30 Day Satisfaction Guarantee

Terms and Conditions

Communications Specialties, Inc. (CSI) offers a 30-day satisfaction guarantee on all its products.

Conditions of the guarantee are as follows:

1. 30-day period begins on the day product is shipped from CSI. Products returned under this policy must be received either by CSI or the reseller from whom it was purchased within 30 days from this original ship date.
2. Products must be returned to the point-of-purchase. Any product purchased directly from CSI may be returned to the Company. Any product purchased from a reseller must be returned to the reseller who will, in turn, return it to CSI.
3. Refunds will only be provided to the party who purchased the product directly from CSI. In cases where a product was purchased through a reseller, CSI will refund the reseller and it will be the reseller's responsibility to refund the customer.
4. CSI will refund the full purchase price of the unit, plus any sales tax paid. CSI will not refund shipping costs. Products being returned to CSI must be shipped at the expense of the sender.
5. When multiple quantities of a given model or part number are purchased in a single order, the guarantee is limited to one unit of each model or series. For CSI fiber products, this may include one transmitter and one receiver unit of the same series. If multiple units or unit pairs are purchased from a given series but are configured differently, only one of the units or unit pairs (when applicable) may be returned under this policy.
6. The 30-day satisfaction guarantee is independent of Communications Specialties' Three-Year Limited Warranty. A full description of the Limited Warranty is explained below and within the Users Manual provided with all products.

Limited Warranty Information

Communications Specialties, Inc. warrants that for a period of **three years** after purchase by the Buyer, all products* will be free from defects in material and workmanship under normal use and service. A Return Material Authorization number must be obtained from CSI before any equipment is returned by the Buyer.



RMA numbers may also be obtained via our web site. All material must be shipped to CSI at the expense and risk of the Buyer. CSI's obligation under this warranty will be limited, at its option, to either the repair or replacement of defective units, including free materials and labor.

In no event shall CSI be responsible for any incidental or consequential damages or loss of profits or good will.

CSI shall not be obligated to replace or repair equipment that has been damaged by fire, war, acts of God, or similar causes, or equipment that has been serviced by unauthorized personnel, altered, improperly installed or abused.

Please have your serial number available when contacting us.

**Unless indicated otherwise on individual product literature.*