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## Return Merchandise Authorization Policy and Procedure

Written notice of any claimed defect or nonconformity must be presented to CCM Inc after such defect is first discovered, and any claim under this warranty must be filed within the appropriate time from the date of delivery. CCM Inc will, at its discretion replace the item without cost for parts and labor.

### Limitations and Exclusions

This warranty does not apply to the cost incurred for removal or reinstallation, or to any product or part thereof which has suffered through normal wear and tear, alteration, misuse, accident, liquid, or neglect. Nor does it cover defects caused by improper testing, operation, maintenance, installation, modification or adjustment; acts of nature, including but not limited to fire, flood, earthquake, and other natural disasters, will be excluded.

This warranty does not cover products that have had the "QC" label removed or made illegible; nor, in the case of batteries, if any seals on the battery enclosure are broken or show evidence of tampering, the warranty is void. Damage or defects caused by improper charging, or using the battery for purposes other than those specified, are not covered under this warranty. Scratches or other cosmetic damage to product surfaces that do not affect normal operation are not covered under the above warranty.

THERE IS NO OTHER WARRANTY, EXPRESSED OR IMPLIED AND IN NO EVENT WILL CCM Inc Corp. BE RESPONSIBLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, OTHER THAN AS HEREIN STATED.

### Acceptable Return Authorization Request

If you have any concerns or complaints about any of the products received, please advise your sales representative, so that they may initiate the proper testing and RMA procedures.

All returned products must be in the original manufacturer's cardboard or retail packaging. All returns will be checked and accounted for; all non-CCM Inc merchandise is subject to disposal. Quantities received must match request; they will be replaced or a credit memorandum will be given, upon the discretion of the RMA Manager.

### Shipping is to be Pre-paid by Customer.

\*For all damaged inner boxes, the RMA Dept. must be notified within 24 hours.

#### Details:

1. Email or fax a completed RMA Request Form and a copy of the Invoice to the RMA Dept: 305-514-3000 or [sales@ccmmobile.com](mailto:sales@ccmmobile.com)
2. Upon approval, the RMA Dept. will notify the customer with the RMA number via email. Each item will be stated as credit or exchange, based upon the RMA Policy. Once an RMA has been issued, NO additional items will be accepted.
3. CCM Inc. must receive, verify, and confirm the returned product. A copy of the RMA Request Form and a copy of the original invoice must be returned with product.
4. The RMA number must be clearly marked on the shipping package or it will be refused.
5. Upon receipt of RMA number, please ship goods back within 7 days.
6. All returns must be shipped pre-paid to CCM Inc Corp., in a secure box with original packaging.
7. Warranty void if returned products suffer from any of the following conditions: physical damage; incomplete packaging/ disassembled/tampered products.

#### RMA Request Form MUST Include:

- Invoice Number from Item Purchase
- Description of Defect/Reason for Return
- Product Code

Note: If form is not filled out completely or properly, the RMA request form will be returned.



## RMA Request Form

Company	
Contact	
Phone	
Fax	
Account #	
Date	
CCM Mobile Account Executive <i>(Office Use Only)</i>	
Manager Initials	

Invoice #	Part #	Quantity	Reason for Return	Invoice Date	Credit Exchange <i>(Office Use Only)</i>
1)					
2)					
3)					
4)					
5)					
6)					
7)					
8)					
9)					
10)					
Total Number of Items Returned:		RMA # Issued:	Initials:	Date:	

If form is not filled out completely or properly, the RMA request form will be returned. Returns must be separated by invoice number or product category ( i.e. charger, case, headset, etc.). Items not included on this RMA Request Form will not be returned or credited to customer.

Thank you for taking the time to provide us with this information. Your time is appreciated, and if I can be of any assistance to you or your company, please do not hesitate to contact me directly.

Sincerely,

CCM Inc RMA TEAM  
Tel: 305-514-3000  
E-mail: [sales@ccmmobile.com](mailto:sales@ccmmobile.com)