



Zcomax Technologies Inc.
98 Ford Rd. Suite 3-F
Denville, NJ
07834

ZCOMAX Technologies, Inc.

Defective Return Policy

This policy outlines the procedures for returning defective Wireless LAN products back to ZCOMAX for repair or replacement.

ZCOMAX provides a **one year** limited warranty on all parts and labor for all Wireless LAN product. Wireless LAN product is considered DOA if they do not function correctly upon initial installation and are reported to ZCOMAX within 30 days of the original invoice date.

To obtain service for RMA/DOA repair or replacement please contact Zcomax at support@zcomax.com or 973-664-0310 and request an RMA number. **You will need the following information:** Model Number, Serial Number, Copy of original Invoice and Description of the problem.

Standard return

- Sender must pay shipping one way to ZCOMAX
- Three day in-house turn around period.
- All returned products will be shipped back to customer Via UPS ground service.
- Defective units will be either repaired or replaced pending our discretion.

Expedited Return

- Three day in-house turn around period.
- Shipping Charges for the returned unit must be Pre-paid or charged to customers shipper account (any service available through FedEx or UPS may be requested).
- Defective units will be either repaired or replaced pending our discretion.

International returns

- Customer is responsible for ALL shipping charges, both sending and receiving
- ALL returns must be delivered to our Zcomax NJ location

Please return the product in its original box or a box of equal quality and then place it in a corrugated box with packing material to ensure the product will not sustain damage during transit. The RMA number MUST be written on the outside carton to avoid any delays. Ship all products to the address below. All shipments will follow the standard return policy unless otherwise requested.

If you have any questions or concerns regarding this policy please remit to

[Zcomax Technologies, Inc.](#)
Wireless LAN Service Dept.
98 Ford Rd. Suite 3-F
Denville, NJ 07834