

Return Material Authorization (RMA) Policy

Repair and Credit Return Policy

- All products returned for credit or repair require an RMA Number which will be authorized and supplied by Multicom
- Customer is responsible for all freight charges
- Products returned for credit must be in resalable condition with original packaging, instruction manuals and warranty card. Products returned for credit not in resalable condition with original packaging and paperwork will be returned to sender at their expense.
- Products returned for credit must be returned within 30 days of invoice date
- Products returned for credit are subject to a 25% restocking charge
- Special order products and non-stock products cannot be returned
- ALL credits are merchandise credits only
- Any product without an RMA Number clearly visible on the address label will be refused
- Product in original packaging is to be packed within an additional box for safe shipment

Shipping Instructions

- RMA Number (supplied by Multicom) to be marked clearly visible on outside of each box
- Ship only authorized items
- Enclose the RMA as the packing slip

Ship Prepaid Only to:

Multicom, Inc. 1076 Florida Central Parkway Longwood, FL 32750

Return Policy is subject to change without notice and subject to all terms and conditions of sale and Multicom's policies as set forth on multicominc.com