

BEC Rapid RMA Replacement

Policy and Instructions

1. BEC warrants equipment and parts to be free of all defects in materials, workmanship design and otherwise, under normal use and service, for a period of twenty-four (24) months for: xDSL products from the date of shipment. The following equipment and parts will be covered for a period of twelve (12) months for the following models: 8200R, 6200WZL and 6300 Series, 6800RUL, 6900RUL, MX200, MX-1000, SG series, 2071, 2075, 2081, ES-08, GS-08, 9800VN, VS2024, GS2024-4S, IES series, IAP series, IOS series of products from the date of shipment to be free of all defects in materials, workmanship design and otherwise, under normal use and service.
2. An Online RMA request form is required to process any returns. The RMA request form can be found at <http://www.bectechnologies.net/RMA/> and is required to process any returns. RMA forms should be completed in the entirety to insure prompt service. Submit the completed form to BEC's Technical Support Dept. by email - rma@bectechnologies.net or fax – (972)-422-0886.
3. BEC Technical support staff will provide you with an RMA number. All returns must have an RMA number issued prior to acceptance.
4. RMA shipments received must have an RMA number clearly visible on outside of the package and include a copy of the completed RMA request form.
5. BEC will provide replacements for all units found to be defective due to materials or workmanship. All returns will be processed after they arrive in our warehouse. Customer will be notified of the finish

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status of the product before it is returned. Under normal operation, replacement units usually will be shipped within 5 business days of receiving the returns.

6. Customer assumes all costs in shipping of returns, and BEC assumes the cost in shipping replacements back to the customer. All replacement units are shipped via FedEx Ground.

7. Any product found to be damaged through misuse, installed improperly or in an improper environment, altered in any manner, or is not used under normal operating conditions or not in accordance with any labels and instructions is not eligible for warranty replacement. Any product found to be damaged by an act of God is not eligible for warranty replacement.

8. Units returned without its original box, power adapter and accessories will be provided with a complete package with the replacement unit. Each new power adapter supplied is subject to a fee.

9. Excessive NPF (No Problem Found) on returned units are subject to a \$35 service fee per unit for ADSL products, and \$65 service fee per unit for LTE products.

10. Advanced replacement units are available only for DOA (Dead on Arrival) units.

⚠WARNING:

Only trained and qualified personnel should be allowed to install, replace, or service Outdoor LTE Units.

Installation of this equipment must comply with local and national electrical codes.

Note: As a courtesy BEC will extend warranty 1 month on LTE product and 3 months on ADSL to help offset static inventory.