

BEC RMA Repair Fee

Repair fee for ADSL

Repair fee for ADSL units starts with a standard service fee of \$40 each unit plus components replacement costs. This \$40 service fee covers “Air” transportation cost to the factory for troubleshooting and standard handling charges. Our factory technicians will generate RMA report to determine if units are repair or non-repairable. A detail repairable list of components will be generated along with cost.

If the customer approves then we will process out-of-warranty units.

There is a \$15.00 diagnostics fee for all modems tested. Components are specifically quote according to factory.

Example: If modem needs to be replaced, the cost will be \$40 +\$15 + component cost.

If a unit is determined not repairable, a \$15 fee will still apply.

The repaired unit has 90 days warranty.

The repaired lead-time is 4~6 weeks.

Customer pays both domestic shipping