

CARLSON WIRELESS™

Microwave Broadband and Telephone

RMA Policy and Procedures

Repairs Under Warranty:

If your Carlson Wireless equipment is covered under warranty, you will not be charged for repairs or return UPS ground shipping. You will need to mark package as warranty repair. Lightning damage, ESD damage and shipping damage are not covered under warranty and payment will be required.

RMA Procedures:

Before an RMA can be issued by Carlson Wireless, we will need a signed purchase order or a signed CWT Credit Card Authorization form faxed or scanned/emailed to:

+1-707-822-7010
Attn: Customer Service
support@carlsonwireless.com

These signed documents are to verify your approval of a pending charge of up to \$250.00 for any required work. Prior to any equipment repairs, we will notify you with an estimate of parts and labor. If the repair costs exceed \$250, you will need to accept the additional charges prior to completion. Carlson Wireless Technologies charges \$150 per hour for labor, with a one hour minimum, in addition to any costs incurred for replaced parts.

When returning equipment to Carlson Wireless Technologies, always send every unit within the system (base, remote and repeaters, if any). The entire system can then be tested and upgraded as necessary. Please return only the board assemblies and be sure to pack them carefully. Do not return enclosures or batteries. Carlson Wireless Technologies is not responsible for damage caused due to shipping. Be sure to follow ESD procedures when handling board assemblies.

Clearly write the RMA number on the outside of the shipping container. Your package will be refused if not properly marked.

If shipping from outside the United States, please mark with RMA number and ship prepaid, door to door, or your package will be refused.

Ship all packages to:

Carlson Wireless Technologies
RMA# _____
1385 8th St.
Arcata, CA 95521 USA
Phone 1.707.822.7000

Credit Card Payments:

If there is a non-warranty charge for the repairs to your system and you elect to use a Credit Card for payment, please use the attached Credit Card Authorization form. Print the form, complete and sign the form, and then fax it to 707-822-7010.