

1-877-C2W-0017 | RMA@c2wireless.com 17852 E 17th Street #205 | Tustin, CA 92780

3275 W. Trinity Blvd. Suite #100 | Grand Prairie, TX 75050

Company:	
Address:	
Phone:	
Contact:	
Email	
C2 Sales Rep:	

QTY	INVOICE	Item Number	IMEI	PURCHASE DATE	PRICE PER UNIT	PROBLEM	REMARKS
							(FOR OFFICE USE ONLY)
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Box must have RMA number marked clearly on the item(s) returned

- RMA numbers are valid for 7 days from date.
- Products must be returned complete and in its original condition and packaging
- RMAs are subject to approval by C2 Wireless. Submitting pictures is recommended

Please write your Authorized RMA#_____ clearly to appear on the outside of your shipping package. (NOTE: IF RMA NUMBER IS NOT CLEARLY WRITTEN OUTSIDE THE SHIPPING PACKAGE, WE WILL NOT OPEN YOUR PACKAGE AND WILL RETURN TO SENDER)

Shipping Label Instructions:

Please send RMA to the following address via UPS or Fed Ex addressed to:

Company: C2 Wireless Attn: RMA Dept / RMA#_____

If shipping to TX

3275 W. Trinity Blvd. Suite #100 Grand Prairie, TX 75050

Please include the following information in your package for us to process your return:

- 1. Copy of the original invoice and a copy of the RA Form attached to this email.
- 2. Copy of the filled out RMA Request Form sent to C2 Wireless.
- 3. If the product is defective, please describe briefly the problem of the product. Please also include your purchased product for us to evaluate the problem.
- 4. If exchange, please indicate what other product you like in exchange.

Please be advised that you can expect a replacement or refund within 7 to 14 business days of our receiving your return.

Please note the Following:

- RMA needs to be received within 7 days from date of issue.
- C2 Wireless will not accept and or may refuse any returned goods that do not have an authorized Return Merchandise Authorization Number and such RMA number should clearly appear on the outside of your shipped package.
- Once the DOA returned product is received, unopened in the original box and/or unused, we will exchange it with the same
 product if available or credit your account for the full paid price as per your invoice, such credit to be applied toward future
 orders. All DOA returned products must be packed in the original, unmarked packaging including any accessories, manuals,
 documentation and registration that were shipped with the product.
- All returned products must be suitably packaged in order to prevent damage. We will not accept responsibility for goods, which are damaged while in transit back to us.
- We reserve the right to charge a 20% re-stocking fee for product(s) returned which are not DOA. All DOA product(s) replacements will be shipped back to customers via prepaid freight. The original and return shipping and handling charge will NOT be refunded or reimbursed under any circumstances.