

# WARRANTY & RETURNS

## Warranty Periods:

OBF/DOA ----- 14 days

Cel-Fi GO Warranty -----24 months

## Dead on arrival (DOA) / Out of box failure (OBF) policy

Comet Solutions offers a 14-day OBF policy. All units in which a manufacturing defect appears within 14 days of purchase by the end user will be defined as a DOA as long as they meet all of the following criteria:

No physical or liquid damage can be found on the unit. (Damaged power sockets are not classified as warranty returns.)

No modification or improper attempted repair has been made to the unit by anybody other than an approved repair agent.

No damage has been made due to use of incorrect voltage supply/source.

No more than 14 days have elapsed since purchase date.

## Warranty policy

To determine if a unit falls into this category there need to be:

No physical or liquid damage to the unit. (Damaged power sockets are not classified as warranty returns.)

No modification or improper attempted repair made to the unit by anybody other than an approved repair agent.

No damage due to use of incorrect voltage supply/source.

No more than 24 months have elapsed since the purchase date.

## Proof of purchase

Proof of purchase is required for every OBF/DOA and Warranty return units.

## OBF/DOA Return procedure

The end user calls Comet Solutions technical support team to determine that the fault is due to a manufacturing defect and not due to a setup problem.

If the unit is classified as a OBF/DOA, the end user shall arrange to return the faulty unit to Comet Solutions.

The following items need to be sent back to Comet Solutions:

- The complete sales package.
- Proof of purchase.

Comet Solutions will then test the unit.

If no fault is found the unit will be sent back and the freight charge will be forwarded to the customer.

If the unit is faulty a replacement will be sent to the customer. If no replacement unit is available a Comet Solutions repair agent will attempt to repair the unit at no cost to the end user. If the unit cannot be repaired a credit will be issued.

## Restocking Fee

Comet Solutions may charge a restocking fee of up to 15% if the returned product has been opened, used or the packaging is marked.

## Warranty return procedure

The end user calls Comet Solutions technical support team to determine that the fault is due to a manufacturing defect and not due to a setup problem.

If the unit is classified as a warranty repair, the end user shall arrange to return the faulty unit to Comet Solutions.

The following items need to be returned:

- The complete sales package.
- Proof of purchase.

Comet Solutions will then test the unit. If no fault is found the unit will be returned to the sender and a freight cost will be charged.

If the unit is faulty it will be sent to Comet Solutions' repair agent. Comet Solutions will cover the repair cost providing the unit passes all the criteria outlined in the warranty policy section.

If the unit is unrepairable a replacement will be sent to the customer. If Comet Solutions cannot provide a replacement within a reasonable time a credit will be issued to the customer.

### **Faulty units outside the warranty period**

If your faulty unit is not covered by warranty we can still attempt to repair it.

Repair charges are based on time and parts plus freight. A repair quote costs \$65.00.