Return Goods Authorization Form

DATE	COMPANY	CONTACT

PRODUCT	QTY	SERIAL #	INVOICE #	CODE (See Below)	ADDITIONAL DETAILS

REFERENCE

OFFICE USE ONLY	Date Received	
Comment/Status	Replacement Serial #	Date Replaced

AUTHORIZATION CODES

1. ITEM DELIVERED DEFECTIVE
2. ITEM DEFECTIVE DURING USE
3. RADIO COMPATIBILITY ISSUE
4. SHIPPING ERROR
5. PURCHASING ERROR
6. DUPLICATE ORDER
7. RETURNED DEMO SAMPLE

Date Tested	Radio Used	Tested By
MYOB #	**Logged In**	**Filed**

Comments

It is important that all the information is completed on this form. Any missing information such as Invoice number may result in a delay in processing your claim. All warranty claims will de accessed by an authorized CanCom technician. Please allow seven (7) days for processing from receipt of goods.

CUSTOMER SIGNATURE

CanCom Sales Inc makes the following warranty to purchasers of our products who buy direct from CanCom and from our authorized distributors. CanCom warrants that for a period of upto 24 months* from the date of purchase, its products will meet the nominal performance criteria stated in printed publications and proposals and will be free from defects in material and workmanship. If a warranty claim is properly submitted, CanCom will replace the product at the time of claim at our sole option if the product is deemed defective. Replaced product must be returned to CanCom for inspection by CanCom technicians. When returned if the product is deemed not to be a failure due to defects in material and workmanship all replacement costs will be invoiced as per standard terms. This warranty is voided if any repair or replacement is made or attempted on any CanCom product by anyone other than authorized personnel at our facility without prior written consent, if the product has been altered by the customer, or if there has been any misuse or misapplication of the product, CanCom's only liability under its warranty is stated above.

CanCom makes no warranty (1) to anyone who purchases or acquires any CanCom product from any source other than CanCom or its authorized distributors, (2) to anyone who purchases, acquires or uses any other manufacturer's product in which any CanCom product is a component, (3) or any other manufacturer's products as a component in any CanCom product. CanCom shall not be liable for any incidental or consequential damage caused by the nonconformance of any CanCom product with this warranty.

THERE ARE NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Dealer Pre-Testing of Equipment

We strongly recommend that all Dealers test customer product before returning to CanCom. If CanCom Quality Technicians are unable to duplicate or determine the stated failure mode, the product will be returned to the dealer.

Warranty vs Non-Warranty

If the failure mode is determined to be a warranty issue (due to materials, workmanship or failure to meet printed specifications), the product will be replaced at no charge. If the failure mode is determined to be a non-warranty issue, the parts will be returned to the customer along with a Failure Analysis Report.

Repair Service

CanCom provides repair service for selected products. Contact us for information. Several replacement-part options are available that will allow your technician to repair your unit, avoiding the purchase of a new unit.

CANCOM SALES INC. - 3 Progress Drive, Unit 9, Orillia, Ontario L3V 0T7 **Phone: 705.326.5677**