

## **Standard Conditions for Return and Repair**

**Should problems be experienced with a Bktel communications product we kindly ask you to initially contact your BKtel sales representative for clarification.**

### **Procedure**

- In case of return, please use the Return Materials Authorization (RMA) form available under [www.bktel.com/bktel/gb/support/repair.htm](http://www.bktel.com/bktel/gb/support/repair.htm).
- Please complete a separate form for each item and forward this to [repair@bktel.com](mailto:repair@bktel.com). **Important:** Please do not forget a contact address and a short description of the problem.
- The RMA form will be returned complete with a RMA number and shipping instructions.
- Please attach the respective RMA form to the item concerned. If available please use the original packaging.

### **Return within warranty period**

- Shipping costs will be borne by BKtel communications.
- The turnaround time for repair is generally 30 working days.

### **Return out of warranty period**

- Shipping costs to BKtel communications are to be borne by the consignor.
- A handling fee of 250€ covering failure analysis will be charged for products returned for repair.
- An estimate of the expected repair costs will be issued.
- Should the estimate be accepted or an order placed for replacement equipment (should the repair be considered uneconomical) the handling fee will be waived.
- The turnaround time for repair is generally 40 working days.
- Shipping costs for the return of repaired items will be borne by BKtel communications.
- Products deemed to be irreparable will be disposed of upon request.