

GN NETCOM (UK) LIMITED Warranty & Repair Procedure

Warranty

The warranty period on all headsets manufactured by GN Netcom UK Limited since December 1997, and covered by normal terms and conditions of sale, is 24 months from the date of purchase. Repairs carried out within the warranty period are conducted free of charge. All headsets are either bar-coded or date coded. These markings must still be in place to invoke the warranty cover.

Please note that the Warranty does not cover defects resulting from inappropriate installation, misuse, accidents, unauthorised repairs or attempted repairs. Specifically exempt from warranty are limited-life consumable items subject to normal wear and tear, such as ear cushions, ear tips, microphone windscreens and batteries.

Unit Repair Charges For Out Of Warranty Items

- Corded headset £35.00
- Cordless headset £65.00
- Desk top Amplifier £40.00
- In-line Amplifier £25.00
- Miscellaneous repairs £25.00

Should an amplifier be returned complete with a headset there will be a charge for both items. Therefore only those items known to be faulty should be returned. Where the unit being returned is a cordless headset, please ensure that all the component parts – base unit/headset/power supply are returned. All prices are exclusive of VAT. Repairs can be charged to credit/debit cards or 30 day accounts may be opened with Communications Solutions UK Limited. Please ask for an application form.

Returns Procedure

First, please call the Authorised GN Netcom repair service desk on **0844 477 1630**. When you call to register your repair, you will be asked to provide some basic information that will allow your repair to be processed quickly and efficiently. You will need the headset model number and barcode, You will be e-mailed a returns RMA reference along with a Pre-paid label for the shipping of your faulty item/s. Please enclose your e-mail as a packing slip in with the faulty item/s. Once the repair centre have received your faulty item/s they will despatch your replacement item/s to you which you should receive within 5-15 business days.

Please do not hesitate to contact us on Tel. **0844 477 1630** with any queries or further product requirements.

Tel: 0844 477 1630 Fax: 0844 477 1633

Email: repairs@com-solutions.co.uk Web: www.gn-headset-repair.co.uk
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