

## **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**

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|-------------------------|--------|
| • 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 **0870 777 2878**. 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, together with the name of the telephone system and telephone handset model to which the product connects. This is an advanced replacement service and as such this information will ensure that you receive the exact same headset as you are returning. *Please do ensure that your faulty equipment **is returned to the Abingdon Repair Centre within 5 working days**. Should you not return the equipment within this period, you will be invoiced for the replacement headset at the full retail price.*

Once all the relevant information has been submitted you will receive an e-mail from GN Netcom confirming all your repair details. It includes your returns authorisation number and the returns address in Abingdon.

**Please enclose a copy of the confirmation e-mail with your faulty product and return to the Abingdon Repair Centre within 5 working days. You will receive a replacement product typically within 3 working days.**

Please do not hesitate to contact us on Tel. 0870 777 2878 with any queries or further product requirements.

**Tel:** 0870 777 2878 **Fax:** 0870 770 2763 **VAT reg:** 733 6128 43

**Email:** [sales@com-solutions.co.uk](mailto:sales@com-solutions.co.uk) **Web:** [www.com-solutions.co.uk](http://www.com-solutions.co.uk)

**Registered Address:** Communications Solutions UK Ltd

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