

Shipping Label Instructions:

Please send RMA to the following address via UPS or Fed Ex addressed to :

Company: C2 Wireless

Attn: RMA Dept / RMA# _____

If shipping to TX

3275 W. Trinity Blvd. Suite #100
Grand Prairie, TX 75050

Please include the following information in your package for us to process your return:

1. Copy of the original invoice and a copy of the RA Form attached to this email.
2. Copy of the filled out RMA Request Form sent to C2 Wireless.
3. If the product is defective, please describe briefly the problem of the product. Please also include your purchased product for us to evaluate the problem.
4. If exchange, please indicate what other product you like in exchange.

Please be advised that you can expect a replacement or refund within 7 to 14 business days of our receiving your return.

Please note the Following:

- RMA needs to be received within 7 days from date of issue.
- C2 Wireless will not accept and or may refuse any returned goods that do not have an authorized Return Merchandise Authorization Number and such RMA number should clearly appear on the outside of your shipped package.
- Once the DOA returned product is received, unopened in the original box and/or unused, we will exchange it with the same product if available or credit your account for the full paid price as per your invoice, such credit to be applied toward future orders. All DOA returned products must be packed in the original, unmarked packaging including any accessories, manuals, documentation and registration that were shipped with the product.
- All returned products must be suitably packaged in order to prevent damage. We will not accept responsibility for goods, which are damaged while in transit back to us.
- We reserve the right to charge a **20%** re-stocking fee for product(s) returned which are not DOA. All DOA product(s) replacements will be shipped back to customers via prepaid freight. The original and return shipping and handling charge will NOT be refunded or reimbursed under any circumstances.