



WARRANTY STATEMENT AND RETURN POLICY

OmniCom strives to deliver great quality and service on every phone, every time. Our customer service staff is ready to assist you with any questions you may have about the warranty on your phone.

Because of the high restocking and processing costs associated with product returns, service fees will be charged for all phones received that **do not** qualify under the terms of our warranty policy. Please follow the procedures outlined below, and contact us prior to any shipment to avoid these service fees. All authorized returns will be scheduled for receipt. OmniCom will refuse any return not authorized and scheduled for receipt.

NOTE: No warranty applies unless the customer has a completed customer profile form on file.

Return Merchandise Authorization Number (RMA): An RMA Number will not be issued without the signed statement acknowledging your review and agreement to this warranty statement and return policy. All requests for warranty returns must be placed in writing and faxed to 818-553-2702. Verbal requests for RMA's will not be honored. Requests must include a list of the ESNs and a description of the defect experienced with each unit. Once received, an RMA # will be issued for all warranted products. Equipment sent to OmniCom without an RMA # will be refused and returned to the sender at their cost. **TO ENSURE FASTER TURN AROUND PLEASE PUT THE ASSIGNED RMA# ON THE OUTSIDE OF THE BOX(S).**

NEW: Up to 30 Day OmniCom Warranty / Up to 1 Year Manufacture Warranty

OmniCom will exchange or ship to manufacturer for repair on behalf of customer any phone "dead out of box" purchased from us within 30 days from original shipment date. For information about manufacturers' Return Merchandise Authorizations, please visit the manufacturers' respective website.

REFURBISHED: Up to 90-Day Warranty

OmniCom will exchange or repair any defective refurbished phone purchased from us within 90 days (or warranty period listed on your original purchase invoice) of original shipment date. OmniCom reserves the right to repair or exchange the phone with the same model or one of equivalent market value, or issue a credit for current market value to be applied on a future purchase. Phones must be in original condition and have less than 15 minutes for an exchange.

USED: Up to 30 Day Warranty

OmniCom will exchange or repair any phone which does not meet the warranty specifications listed on the original purchase invoice.

OmniCom warranty only applies to its original customer. Any missing phones or accessories may result in a decrease in replacement value. RMA numbers will not be given to a third party or end-user (consumer). OmniCom is not responsible for any incidental or consequential damage resulting from exercise of this limited warranty.

WARRANTY WILL NOT APPLY TO THE FOLLOWING: OmniCom will charge an evaluation fee of 20% of the original purchase price on phones returned for any of the following reasons:

- Out of warranty by date of RMA issued
- In warranty without defects
- In warranty without functional defect but has cosmetic defects caused by normal usage / exceeds 15 minutes of use / exceeds 5 phone calls placed.
- Any equipment returned that was not originally purchased from OmniCom

Following the application of evaluation fees, the customer will have the option to have the phones returned to the customer at customer's expense or may abandon them to OmniCom. If the 20% fee is not paid in advance within 30 days from request date, all returned phones will be considered abandoned and become OmniCom property. Phones will be returned to the customer in the same condition as received by OmniCom.

Exceptions to our Return Policy:

1. Equipment for which payment is not made in accordance to the originally agreed upon terms.
2. Equipment specifically offered in an "AS IS" condition or superseded by other warranty.
3. Equipment, which, in the sole judgment of OmniCom was abused, misused, altered, neglected by the customer or damaged in shipment.

Initial _____

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