



ACECOMMS

CREDIT & RETURN POLICY

RETURN AND RADIO WARRANTY

AceComms will accept the return of new and unused products in their original packaging material within 30 calendar days of the original shipment of the product. After 30 calendar days, a 15% restocking fee will be assessed. Please note that products ordered to specific modifications and requirements may not be returnable and will be assessed on a case by case basis.

Products returned will only be accepted in their original packaging material with no markings or labels attached and must be in a resellable condition. Customers will need to bear the freight cost of the returned goods. This policy excludes licenses and software.

After 90 days, no returns of new, unused equipment will be accepted by AceComms. This policy applies to all AceComms-supplied products, including products supplied through 3rd party suppliers. Requests for product returns can be submitted via the AceComms website: [AceComms Credit Request & Return Form](#).

Note that all credit requests and returns are subject to approval. Please wait for the approval notification before shipping the goods to the **AceComms Stores Department at Unit 2, 60 Alexandra Place, Murrarie, Qld, 4172**. The AceComms Credit Request and Return Forms need to be submitted with the goods. A further visual inspection of the goods will be carried out before the credit is passed.

AceComms will replace defective radios under warranty that are returned within 30 calendar days of the shipment date. Thereafter AceComms, at its discretion, will at no charge either repair or replace this product during the warranty period provided it is returned in accordance with the terms of this warranty to the place of purchase. All repaired radios will carry a three month warranty from invoice date.

All defective equipment, whether under warranty or not, can be returned to AceComms by completing the [AceComms RMA Form](#) available on the AceComms website. Please wait for the RMA confirmation before sending the goods to the **AceComms Service Department at Unit 2, 60 Alexandra Place, Murrarie, QLD, 4172** along with the processed AceComms RMA form.



RETURN POLICY

- After 30 days, a 15% restocking fee will be assessed.
- 3rd Party Equipment return policy may vary depending on the individual supplier's policy.
- Products ordered to a specific requirements may not be returnable.
- After 90 days, no returns of new, unused equipment will be accepted (3rd Party equipment included).
- Excludes licenses & software.
- All credit request & returns are subject to approval.

RADIO WARRANTY POLICY

- Defective radios can be returned within 30 calendar days.
- All repaired radios carries a 3 month warranty from invoice date.
- Return Address:
Unit 2, 60 Alexandra Place,
Murrarie, QLD, 4172.