

Return Policy

You may decide to terminate service for any reason within the Return Period (15 days) of activation whether you purchase or rent the equipment. You will be responsible for all applicable fees, activation fee, pro-rated monthly fee, service access charges, taxes or other charges that are accrued to your account through the termination date and equipment return date.

You must return all the contents intact including the equipment (IP phone or gateway), power adaptor, cables, phone line, user manuals, etc in the original box. All the components must be in as-new and re-saleable condition. You may return the equipment (IP phone or gateway) for full refund of your purchased price less shipping fees and a 15% of restocking fee. This restocking fee will be waived if the item shipped was not the item that was ordered, or if the item was damaged during shipping. If you cancel Service within the Return Period without returning the equipment or the equipment is not in good working condition, you will be charged for the difference between the full retail price of the equipment without activation and the price you paid for the equipment. You must be the actual purchaser to return by presenting the original receipt with your name on it. Shipping charges is non-refundable if the unit is shipped to you.

Return Procedure:

- Contact the dealer from whom you purchased the unit by presenting the original receipt.
- Bring the unit back to the dealer, and dealer will check the condition of the unit.
- Dealer will have customer fill out the "**Service Cancellation Request Form**".
- Dealer faxes the form to Phonicview to disconnect the service.
- Service will be disconnected in 24 hours.
- Phonicview will bill the customer for the balance of the account.
- Refund: Credit will be issued to the customer credit card used to place the order. Or the check will be mailed in 10 days.

Exchange Policy

If you experience an electronic malfunction as a result of a manufacturing defect after the Return Period but within the first year you own the equipment, refer to the document "Limited Warranty" which comes with the Phonicview equipment.

Exchange Procedure:

- Contact Phonicview Customer Support or the dealer from whom you purchased the unit by presenting the original receipt.
- Basing on your specific situation, customer support will assist you to take any necessary steps to resolve your problem.