

Return Policy

Our return policy allows us to keep prices low so we can serve you better!

Please use the information provided to help us deal with your return in a speedy & accurate way.

Item Returns

Teldis offers you a full 30 days in which to return products that meet the criteria for return. Please note that items returned are subject to a discretionary 15% restocking/retesting charge. You, as the client, are responsible for all return shipping and handling charges on returned merchandise. All returns must be accompanied by an RMA number (Returned Merchandise Authorization) from Teldis. Any returned merchandise we receive that is not accompanied by proper RMA can be returned to you and no credit will be issued. RMA numbers are valid only fifteen (15) days from the day they are issued. Returns must be complete, in original factory condition, accompanied by all cables, inserts, manuals, warranty cards, software, and protective packaging. Additional charges may apply to you should the return be devoid of these items.

Make sure that you have read and fully understand our return policy before requesting an RMA number from us or via the website.

To obtain an RMA number, please call 01892 511411 or use the contact form on our website.

You will receive your RMA number and return information when you call or via email.

When you ship your package to us, it is highly recommended that you insure the package with the courier you use to ensure its safety during transit. We also recommend that you elect "Proof of Delivery" to ensure that it has been received and is being processed by our returns department.

The RMA number MUST be printed legibly on the outside of the packing when it arrives. See RMA label on the second page.

We reserve the right to refuse any delivery which does not meet these requirements.

After receiving and inspecting your return, we will credit the approved refund amount to the original funding source used for your purchase.

Merchandise which does not meet functionality specifications:

If the merchandise you received does not function correctly, please contact Teldis to obtain warranty service. In many cases Teldis can diagnose and resolve your issue over the telephone. Our customer service team will make every effort to assist you in obtaining technical assistance and warranty service. At the discretion of Teldis, we may choose to repair or replace the defective item via our facility.

Please note that returns submitted for a refund are subject to a discretionary 15% restocking/retesting and will be less the original shipping charges. You are responsible for return shipping and handling costs on all returned items.

Merchandise which is damaged

In the event that you receive merchandise which is physically or visibly damaged due to interaction with the transit system, please call customer service at Teldis. You must make claims for damage within 48 hours of delivery. After this allotted time, we cannot accept responsibility for the claim. We will contact the delivery courier on your behalf to arrange for item pickup and inspection. Merchandise must be returned in its original carton.

At our discretion advanced replacements merchandise can be supplied subject to inspection & verification.

Shipments which are refused

Teldis makes every effort to ship your order as soon as possible, however, when these shipments are refused by the ordering party, it makes it difficult for us to keep our prices low. Merchandise which is refused will be subject to a 15% restocking fee. Shipping and handling charges are non-refundable. If you wish to cancel an order prior to shipping, please contact us as soon as possible. Charges will not be posted for cancellations which are made prior to processing and shipping.

To:

teldis

29a Mount Ephraim,
Tunbridge Wells, TN4 8AA

Tel: 01892 511411 Fax: 01892 515118

www.teldis.com sales@teldis.com

RMA#

(give us a call if you don't have one)