

## RETURN MERCHANDISE AUTHORIZATION POLICY

1. To request a RMA number, please fill out the RMA Request Form located on our website, listed under the Customer Center tab. If you require additional assistance, you can e-mail us at [info@gsmcitysc.com](mailto:info@gsmcitysc.com).
2. All RMA numbers are valid for 15 business days from date issued, after which it expires.
3. Normal processing time for issuance of a credit or shipping of replacements is 48 hours.
4. Customers should include RMA # on the outside packaging and ship defective items along with a copy of the completed RMA form to:

**RMA # \_\_\_\_\_**  
**Empire Telecom LLC**  
**Attn: RMA Dept**  
**3560 Northwest 72nd Ave.**  
**Miami, FL – 33122**

6. Any defective OEM item must be shipped with in its original retail packaging with any manuals/software.
7. Any tampering with the warranty stickers, serial numbers, and alteration of component parts, misuse or physical damage of any products will VOID THE WARRANTY. Empire Telecom LLC reserves the right to refuse items that does not comply with the return policy.
8. Empire Telecom LLC will test all returned product. If a product sent back to Empire Telecom is claimed to be defective and after testing proves to be non-defective, the product will be shipped back at the customer's expense.

### **WRONG ITEMS SHIPPED**

In the event where customers receive an Item in error via pick-up or shipment, it must be reported within 48 hours of receiving the merchandise. It is the responsibility of the purchaser to inspect all shipments immediately.

However, if the item was ordered by the customer and later on decided that it's no longer needed, Empire Telecom LLC is not responsible, therefore no returns accepted.

### **PHYSICAL DAMAGE POLICY**

Physical damaged items cannot be returned to Empire Telecom LLC. Burnt, bent or broken charger plugs are considered physically damaged items. Physical damage includes (but not limited to) improper installation, handling and any other damage sustained by irregular use.

### **PHYSICAL DAMAGE/LOSE VIA SHIPPING CLAIM**

Items damaged in transit via shipping, should be claimed/reported immediately within two working days of receipt. No claim will process after five working days. Empire Telecom LLC will not accept any claims thereafter. Please file RMA request online with tracking number provided and keep the item in original box with original FedEx label, waiting for FedEx inspect/pick up in 10 working days. A full credit will be issued to you seven days after FedEx inspect/pick up. If you need the product immediately, please place another new order.

### **TERMS AND CONDITIONS SUBJECT TO CHANGE WITHOUT NOTICE**

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