

BUSINESS TELEPHONE 1 LLC

WARRANTIES AND RETURNS

Because we are so confident in our products, we offer an **unparalleled 2 year warranty** and take thorough measures to help our customers with the return process.

[Learn more](#) about our specific warranty and return policies:

WARRANTY FOR NEW AND REFURBISHED PRODUCTS

- Business Telephone1 offers an industry-leading warranty for refurbished goods. At Business Telephone 1 option, it shall replace, repair, or refund the purchase price of the equipment found to be defective.
- Refurbished Goods sold to resellers, brokers and customers carry a 2 year warranty covering defects in material or workmanship. At Business Telephone 1 option, it shall replace, repair, or refund the purchase price of the Goods found to be defective.
- New Goods purchased from Business Telephone 1 carry the manufacturer's warranty and the return procedure is dependent upon the requirements of the manufacturer.
- Business Telephone 1 Repair and Exchange services carry a standard one year warranty from defects in material or workmanship. At Business Telephone 1 option, it shall replace, repair, or refund the price of the Goods found to be defective.
- Business Telephone 1 warranty can be voided, at Business Telephone1 option, if the Business Telephone1 warranty sticker is removed from the Goods. Goods damaged by flood, tornado, lightning, or other acts of God, customer negligence or use with equipment or software not provided by Business Telephone 1 or not compatible with the product provided are not covered under Business Telephone 1 warranty policy.

RETURN POLICY FOR NEW AND REFURBISHED PRODUCTS

Restocking – All returns must be accompanied by a Business Telephone 1 approved Customer RA number provided by Business Telephone 1 shipping department.

Unauthorized returns will not be accepted. Customer's requests concerning return merchandise should be directed to the customer's Business Telephone 1 representative.

- Non-warranty related return requests may be submitted for approval within 30 days of shipment. However, Business Telephone 1 reserves the right to accept or reject any return request for non-warranty reasons.
- Special ordered Goods returns are conditional and require written approval by Business Telephone 1

- If a return is approved by Business Telephone1 a 20% restocking fee may apply.
- Non-warranty returns must be in the original, unopened packaging. All returns are subject to and conditioned upon inspection by Business Telephone 1 and may be subject to additional charges.
- All shipping charges remain the responsibility of the Customer unless otherwise agreed to by Business Telephone1 in writing.
- Credit for Goods returned due to a Business Telephone 1 shipping error shall be issued against the original invoice for the Goods, freight and return freight.
- All shipments from Customer shall be made prepaid to Business Telephone 1 shipping warehouse.
- RMAs are valid for 45 days from the date of issuance.
- Any credits for returned Goods shall be issued only after the Goods have been received and inspected by Business Telephone 1.

Shipping Policy and Procedures

- **What is STANDARD SHIPPING?**

Standard shipping is our default shipping method. Under this option we will use either United Parcel Service (UPS) or the United States Post Office (USPS) and FedEx to ship your package. We will make this determination based on speed and cost effectiveness. All orders and shipping charges are determined by weight and dimensions of the shipping boxes. Please note: Offer for free standard shipping is only valid in the continental United States (Excludes Alaska, Hawaii, Puerto Rico). Business Telephone1 will ship certain products internationally. All shipping charges are calculated by UPS and will be displayed at time of checkout. Purchaser is responsible for all shipping, import and brokerage fees assets by UPS Worldwide or your country customs center.

- **When will my order be shipped?**

Most orders placed before 3:30pm EST/EDT Monday through Friday will be shipped that day via chosen shipping choice. Orders placed after 3:30pm Monday through Friday or anytime Saturday and Sunday will be shipped the following business day. If any orders are not available or on backorder, the customer will be notified and the item will be shipped as soon as possible. All calculations for expedited delivery are based on business days only. Saturday delivery is available with express shipping, but at an extra charge. To choose this delivery method, you must speak with a customer service representative. Remember that UPS Ground service always includes Saturday delivery, but expedited options do not.

How much does shipping cost?

Business Telephone 1 can offer free standard (2-10 business day arrival time) shipping on some large orders based on promo discounts we offer online to the customer. Please call us to determine if your order is eligible for free shipping. All customers have the ability to upgrade shipping to our UPS expedited options at an additional cost. These express costs are dependent on package weight and ship-to address. To find these costs please add the desired items to your cart and initiate checkout to see published rates. We reserve the right to choose a shipping method when orders are shipped free. We may send items without tracking information via USPS.

Special Delivery Notice for Business Telephone 1 Equipment

NOTE: SOME ORDERS CONTAINING BUSINESS TELEPHONE 1 EQUIPMENT WILL BE MARKED TO RECEIVE ADULT SIGNATURE UPON DELIVERY, PLEASE PREPARE TO MAKE ARRANGEMENTS TO HAVE EQUIPMENT SHIPPED TO A LOCATION WHERE SOMEONE WILL BE PREPARED TO RECEIVE IT. UPS WILL NOT LEAVE PACKAGES UNATTENDED THAT ARE MARKED FOR SIGNATURE. ALL ORDERS TOTALING MORE THAN \$1000.00 OR MORE WILL SHIP WITH THE REQUIREMENT OF A SIGNATURE UNLESS THE CUSTOMER REQUESTS THE SHIPMENT WITHOUT A SIGNATURE REQUIREMENT.