



## Product Return Policy

**Product** is defined as security system related product, material, or equipment purchased directly from Mobile Communication America (or former Knight Security Systems).

If the product is currently **not** under either a **SecurePlan** Service Level Agreement or warranty, or was a product only purchase (no installation), please email [csc@callmc.com](mailto:csc@callmc.com) with **Product Return** in the subject line. Fill out and attach to the email the Product Return Form or state in the email the site location, the product manufacturer, model number, and the defect issue. Also state the address and contact of the location to ship the repaired product.

The email sender will receive a auto reply email with a service ticket number. Ship the defective or returned product referencing the service ticket number to:

Product Return #(insert service ticket number)  
4509 Freidrich Ln.  
Suite 110  
Austin, Texas 78744

MCA will process the product directly to the manufacturer for repair or advance replacement per the manufacturer's policy. The product will then be shipped back in the same method as received.

**Products being returned for credit MUST be complete, unused, and in the manufacturer's original box with all accessories and documentation included. Products for credit will be subject to a restocking charge as per the manufacturer.**

**Dallas Office:** 10105 Technology Blvd West, Suite 100, Dallas, TX 75220, (214) 350-1632  
**Austin Office:** 4509 Freidrich Ln, Suite 110, Austin TX 78744 (512) 892-8801  
**Houston Office:** 500 Century Plaza Dr., Suite 120, Houston, TX 77073, (832) 786-5800

[www.callmc.com](http://www.callmc.com)

***Proven Security Solutions You Can Trust***

Fire Contractor License ACR-1750889

Security License B-03566



# Product Return Form

From:

Return to:

Same as From \_\_\_\_\_

\_\_\_\_\_  
Company

\_\_\_\_\_  
Company

\_\_\_\_\_  
Contact Name

\_\_\_\_\_  
Contact Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City /State / Zip

\_\_\_\_\_  
City /State / Zip

Product Manufacturer: \_\_\_\_\_

Model Number: \_\_\_\_\_

Repair \_\_\_\_\_

Credit \_\_\_\_\_

Reason for Return: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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