



Product Return Policy

Product is defined as Radio Communication related product, material, or equipment purchased directly from Mobile Communications America. If the product is currently **not** under either a Service Level Agreement or warranty or was a product only purchase (no installation), please email quoterequest@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)
501 Duncan Perry Rd
Arlington, Texas 76011

Mobile Communications America 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.