



Bizfon Advance Replacement Authorization

Bizfon provides per the Bizfon terms agreement a replacement Bizfon 680 system to customers with a valid warranty.

The following terms are applicable to this warranty:

1. The external cover/housing of the Product is not covered.
2. This warranty covers only the original purchaser of this product in the United States and Canada and cannot be assigned and is not transferable.
3. Shipping charges are not included and will be calculated at the time of RMA request.

This warranty is void if:

- A. The product is subjected to abnormal use and operating conditions, improper storage, moisture or dampness, unauthorized modifications and/or connections, misuse, neglect, accident, electrical power fluctuation and surges, acts of god, or other acts beyond the control of Bizfon.
- B. The procedures set forth below are not followed.
- C. The Bizfon serial numbers, the date code, the sys.config or any files have been removed or altered.

Customer Procedure to obtain an Advance Replacement unit:

- Contact Bizfon at (603) 870-4400 to obtain an RMA Authorization Number.
 - **The RMA number must be clearly marked on the outside of the return package or the return may be refused by Bizfon.**
- Agree to the terms of this replacement by completing this form and return fax or emailing to support@bizfon.com Customer Care Representative. Fax number is **1-603-894-6006**.
- Upon receipt of the completed authorization form, Bizfon will ship a replacement unit to you via your requested shipping method.

Bizfon will use its best effort to assure same day shipments on all RMA requests. Requests for return after 3:45 PM (EST) will be shipped the following day.

Please complete this information and return this authorization to us so that we may process and ship your replacement Bizfon hardware to you promptly.

**A-1-Fone dba Bizfon, Inc.
7 Raymond Avenue
Unit D-7
Salem, NH 03079
Tel 603.870.4400
Fax 603.894.6006
www.bizfon.com**

support@bizfon.com



You are authorizing A-1-Fone dba Bizfon to charge your Credit Card account the standard selling price for materials customer is provided an RMA for. A-1-Fone will credit back materials charges to the customer's credit card and charges in compliance as defined on the Bizfon Limited Warranty.

I understand and acknowledge that it is my responsibility to return within ten (10) Calendar Days to A-1-Fone dba Bizfon the defective materials(s) for which Bizfon has provided an advanced replacement per the RMA number.

If the failed unit is not returned within 10 calendar days from date of the RMA or if the returned system has evidence or deemed to have damage outside of the warranty terms A-1-Fone dba Bizfon may reject the customers claim for warranty coverage.

Serial Number on rear of unit (9 digits) _____

Customer Name: _____

Telephone Number: _____

Cardholder Name: _____

Credit Card: _____

Exp. Date: _____

Security Code: _____

Billing Address: _____

Billing Zip Code: _____

UPS Shipping Number (if using your own account): _____

Authorized Signature: _____

Date: _____

Bizfon cannot guarantee same day shipment when this form is received after 3:45 E.S.T.

A-1-Fone dba Bizfon, Inc.
7 Raymond Avenue
Unit D-7
Salem, NH 03079
Tel 603.870.4400
Fax 603.894.6006
www.bizfon.com

support@bizfon.com