

DATACOMM ELECTRONICS

Return Policy & RMA Terms and Conditions

Effective Date: April 15th, 2026

Quick Summary: All returns require a Return Merchandise Authorization (RMA) number issued by DataComm before shipping. Non-defective returns must be requested within 30 days of invoice and may be subject to a 15% restocking fee. Defective or DOA products are handled at no restocking charge. Products returned without authorization will not be credited.

This Return Policy ("Policy") governs the return of products purchased from DataComm Electronics ("DataComm," "we," "us," or "our"). By requesting a return or submitting any product to DataComm, the customer ("Customer") agrees to be bound by the terms of this Policy. No modification to this Policy will be valid unless expressly agreed to in writing or via email by an authorized representative of DataComm.

1. REQUIREMENT FOR RETURN MERCHANDISE AUTHORIZATION (RMA)

1.1 RMA Required.

All product returns require a valid Return Merchandise Authorization ("RMA") number issued by DataComm prior to shipment. Products returned without an RMA number will be refused or returned to Customer at Customer's expense.

1.2 RMA Request Information.

Customer must provide the following information to obtain an RMA:

- (a) Invoice number or purchase order number;
- (b) Product part number(s), description, and quantity;
- (c) Serial number(s), if applicable;
- (d) Reason for return and description of any defect; and
- (e) Customer contact information (name, company, phone, and email).

1.3 RMA Number Placement.

The RMA number must be clearly displayed on the outer shipping label or external shipping carton. No markings may be placed on the original manufacturer packaging.

2. RETURN ELIGIBILITY AND TIME LIMITS

2.1 Non-Defective Returns.

Requests for return of non-defective, unused, or unwanted products must be made within thirty (30) calendar days of the invoice date (or delivery date, where applicable).

2.2 Defective or DOA Returns.

Claims for defective, damaged, or Dead-on-Arrival ("DOA") products must be made within fifteen (15) calendar days of delivery. DataComm may specify a different return window for certain product categories based on manufacturer requirements, which will be communicated at the time of RMA issuance.

2.3 RMA Expiration.

All RMAs expire thirty (30) calendar days from the date of issuance. Products received after the expiration date may be rejected.

3. CONDITION OF RETURNED PRODUCTS

3.1 Resalable Condition.

All non-defective products must be returned in new, unused, and resalable condition, including all original components, packaging, labels, manuals, accessories, and internal materials.

3.2 Packaging Standards.

Products must be packaged to prevent damage in transit. Original manufacturer packaging must not be altered, defaced, or covered with labels or tape.

3.3 Evaluation of Returned Goods.

DataComm reserves the right to inspect and test all returned items. Products that fail to meet the requirements under this Section will be returned to Customer or disposed of at Customer's expense, without credit.

4. RETURN SHIPPING AND FREIGHT LIABILITY

4.1 Responsibility for Return Shipping.

Unless the return is due to an error by DataComm or a verified product defect, Customer is responsible for all return shipping costs. All returns must be shipped freight prepaid.

4.2 Risk of Loss During Transit.

Customer is responsible for loss or damage of returned products until they are physically received by DataComm.

4.3 Returns Lost in Transit.

In the event returned materials are not received by DataComm, Customer is solely responsible for filing a claim with the carrier to obtain reimbursement or recover their loss. Credit will not be issued by DataComm for products not received.

4.4 Proof of Shipment.

DataComm may require proof of shipment, tracking numbers, and delivery confirmation for any return claim.

5. CREDITS, REFUNDS, AND RESTOCKING FEES

5.1 Inspection Required Prior to Credit.

Credit, refund, or replacement will be issued only after DataComm's inspection and acceptance of the returned product.

5.2 Restocking Fee for Non-Defective Returns.

Non-defective returns are subject to a restocking fee of fifteen percent (15%) of the product price.

5.3 Non-Refundable Charges.

Original shipping, handling, and order-processing charges are non-refundable.

5.4 Defective Product Handling.

Verified defective or DOA products will be repaired, replaced, or credited at DataComm's discretion. Restocking fees will not apply to verified defects.

5.5 Testing Fees for Non-Defective Claims.

If a product returned as defective is found to be in working condition, Customer may be charged a flat inspection fee of \$25.00 per unit, plus return freight costs.

6. UNAUTHORIZED RETURNS AND NON-RMA ITEMS

6.1 Products Not Listed on the RMA.

Products received that are not listed on the RMA will not be credited, refunded, or returned to Customer unless expressly approved in writing or via email by DataComm.

6.2 Unauthorized or Unapproved Returns.

Any product returned without proper authorization may be refused, returned to Customer at Customer's expense, or disposed of without credit.

7. NON-RETURNABLE AND SPECIAL-ORDER ITEMS

7.1 Non-Returnable Products.

The following items are non-returnable unless defective and covered under warranty:

- (a) Custom-configured or special-order products;
- (b) Discontinued or clearance items;
- (c) Open-box goods, consumables, or items with activated software/licensing;
- (d) Products not in original packaging;
- (e) Products damaged due to misuse, improper installation, or external causes.

7.2 Special Manufacturer Requirements.

Certain products may be subject to manufacturer-specific return requirements, which shall supersede this Policy where applicable.

8. EXCHANGES

8.1 Exchange Eligibility.

DataComm may, at its discretion, authorize product exchanges for items of equal or lesser value. Exchange requests are subject to the same RMA process and eligibility requirements as standard returns. Any price difference between exchanged products will be invoiced or credited accordingly.

9. WARRANTY RETURNS

9.1 Warranty Coverage.

Warranty returns are subject to the terms of the applicable manufacturer's warranty and may be limited to repair, replacement, or credit.

9.2 Warranty Return Procedure.

Customer must provide serial number, proof of purchase, and a detailed description of the defect. DataComm reserves the right to determine whether a product is eligible for warranty service.

9.3 Non-Transferability.

Warranty rights are extended only to the original purchaser and are not transferable unless stated otherwise.

10. LIMITATION OF LIABILITY

10.1 No Liability for Certain Damages.

To the fullest extent permitted by law, DataComm shall not be liable for consequential, incidental, special, or punitive damages arising out of or relating to any return, defect, delay, or failure of product.

10.2 Maximum Liability.

DataComm's maximum liability for any return or defective product shall not exceed the purchase price of the affected product.

11. POLICY CHANGES

11.1 Right to Modify.

DataComm reserves the right to amend, update, or revise this Policy at any time. The version in effect as of the RMA issuance date shall apply to that transaction.

12. CONTACT INFORMATION

All RMA requests and return inquiries shall be directed to:

DataComm Electronics
RMA Department
Address: 2831 Peterson Place NW Norcross, GA 30071
Phone: 770.448.0540
Email: [Returns@datacommelectronics.com](mailto>Returns@datacommelectronics.com)
Website: www.datacommelectronics.com