



DIR RETURN POLICY CONTRACT SDD-2026

To ensure prompt product replacement Texas DIR customer should first contact CCS Customer Service at 1-877-772-2721 or service@ccscontact.net to request a Repair Authorization (RA) number. CCS will make every effort to repair and dispatch the product within the allotted time frame for the specific return option. All Returned equipment should be shipped to the following CCS location:

Comprehensive Communication Services
Attn: Service Dept.
15501 State Highway 205
Suite 101
Terrell, Texas 75160

Repair and Return

The standard CCS Repair and Return (RR) service is for the non-emergency repair of all standard (not system-critical) CCS products and original equipment manufacturer (OEM) products sold by CCS, regardless of warranty status. Through the RR, CCS repairs, remanufactures, and returns the products to Texas DIR customer within the following time frames:

- Five business days for CCS manufactured products
- 10 business days for generator related items
- 30 business days for OEM products

RR requests can be made by contacting CCS Customer Service to request a Repair Authorization (RA) number. Customer Service is available Monday to Friday from 8:00 a.m. to 5:00 p.m. (CST) via the following methods:

Phone: 1-877-772-2721

Fax: 1-972-767-4482

E-mail: service@ccscontact.net

Dead on Arrival Returns

A Dead on Arrival (DOA) return is where the product has been found to be defective right out of the box. DOA products must be discovered within 72 hours of installation and within 90 days of purchase. Texas DIR customers must return the defective product to CCS within 30 days from the date of the DOA dispatch. CCS replaces DOA returns with new products. Every effort will be made to ship the replacement product within 24 hours, subject to availability.



DOA requests can be made by contacting CCS Customer Service to request a Repair Authorization (RA) number via the following methods:

Phone: 1-877-772-2721

Fax: 1-972-767-4482

E-mail: service@ccscontact.net

Texas DIR customer will be invoiced for the full list price of the DOA replacement when shipped. Once CCS Repair receives the defective product, CCS will provide Texas DIR customer with a credit equal to the original invoiced amount.

Advanced Product Replacement Service

When a product needs to be replaced immediately, CCS offers an Advance Product Replacement Service. This service is based on product availability and is subject to a service charge. Through the Advance Product Replacement Service, CCS covers overnight freight charges. CCS provides expedited, morning delivery or counter-to-counter freight costs at the customer's expense. If the product returned is out of warranty, the customer is billed for the repair costs. The Advance Replacement Service charge is non-refundable. To request an advance replacement unit, Texas DIR customer can call the toll-free telephone or fax numbers for the CCS Repair Center. In turn, CCS will make every effort to ship replacement product within 24 hours of the request.

A CCS customer-service representative will assign a Return Authorization Number (RA#) for the return of the defective product. If the product is not received at CCS within 15 business days, Texas DIR customer will be invoiced the full list price of the replaced product(s). The Advance Replacement (AR) program provides remanufactured CCS equipment for emergency replacement of failed system-critical CCS products (e.g., CCS Satellite hardware, PERCs, MERCs), regardless of warranty status. CCS's expert logistics team use all reasonable endeavors to ship replacement product within 24 hours, subject to availability. Texas DIR customer must return the defective product to CCS within 30 days from the date of the AR dispatch. AR requests can be made by contacting CCS Customer Service to request a Repair Authorization (RA) number via the following methods:

Phone: 1-877-772-2721

Fax: 1-972-767-4482

E-mail: service@ccscontact.net

Advance Replacement Charges

All AR orders will include a Federal Express return label, return instructions and packing note inside the packing list pouch. The label will allow the return items to be shipped back to CCS at CCS's expense. There is an administrative fee of \$99 (US) per replacement item. Texas DIR customer will also be



invoiced for the full list price of the AR replacement when shipped. CCS will apply additional charges if the returned product is out of warranty.

Upon receipt of the defective product by CCS Repair, Texas DIR customer will receive an offsetting credit equal to the original amount invoiced less the administrative fee. A repair charge may also apply for a product that is under warranty if the product warranty is found to be void due to factors such as misuse, lightning damage, or liquid spillage. Additional fees may apply if it is determined that no trouble was found (NTF) or the unit is received with missing components (e.g., handsets, hard drives, power cords, circuit cards, power supplies, etc.) Billing may be delayed pending evaluation of the returned equipment.