

Advanced Replacement Service Request Form



Access a new world of feature rich, connected anywhere telephony, at low cost and low risk



The Advanced Replacement Contract (ARC) safeguards the customer in the unlikely event of a hardware failure to their product

If a hardware failure does occur and is reported to Far South Networks technical support department, via its distribution channel partners, the customer is ensured that an "as new" advanced replacement unit is delivered the within the shortest possible time

An ARC affords the customer with guaranteed software assurance

Terms and Conditions:

The customer must take all necessary precautions to create its own back-ups of all data on the product, including but not limited to configuration, log files, CDR's and voice messaging.

Far South Network takes no responsibility for the backup, copy, restore or destruction of any product data received on ARC based product returned to its premises.

The Customer hereby acknowledges that:

To the best of their knowledge the product has not been exposed to "OUT of hardware WARRANTY" conditions.

To the best of their knowledge the product has not been exposed to "OUT of software WARRANTY" conditions.

They have read and understand the commercial terms contained in this document

Signature: _____

Designation: _____

Company name: _____

Date: _____

Completed form to be emailed to: production@farsouthnet.com

Date:

ARC Contract number:

RMA number:

Product Serial number:

Commercials

- All ARC based replacement units are invoiced at full value, as per current product price list
- All ARC based RMA returns are validated for credit.
- Where an ARC based RMA unit is received and deemed to be "OUT of hardware WARRANTY", the customer may:
 - Return the advanced replacement unit for full credit, or
 - Accept a credit note less "parts and labour" costs in restoring the returned unit to "as new" working order
- Where an ARC based RMA unit is received and deemed to be "OUT of software WARRANTY", the customer shall:
 - Accept a credit note less "labour" costs in restoring the returned unit to "as new" working order
- Where an ARC based RMA unit is not received in its original packaging and/or without its original power supply and cables, cost for any or all of these parts will be deducted from the customer's credit.

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