



1500 A TRADEPORT DRIVE
ORLANDO, FL 32824
[TEL: 407-857-3737](tel:407-857-3737)
FAX: 407-858-9980
E-MAIL: RMA@Q1W.NET

RMA Return Authorization Request

RETURN POLICY

1. Product must have been purchased from Q1W
2. DO NOT return accessories unless associated with the unit's failure.
3. When a replacement is required:
 - Q1W will replace it with the same make and model.
 - If original make and model is not available, the customer will be provided with a replacement or upgraded option.
 - If a suitable replacement is not available a credit memo will be issued.
4. Units diagnosed with the following conditions will be Return Unrepaired.
 - Liquid damage
 - Broken parts, due to mishandle of unit (Physical Abuse)
 - Bent or broke battery pins and/or charging port

RMA PROCEDURES

1. Complete RMA Form
2. E-mail completed form to customer service at:
RMA@Q1W.NET
3. A RMA Representative will e-mail you a RMA number.
4. Include a copy of completed RMA form in your shipment
Ship to: QUALITY ONE WIRELESS
Returns Dept.
RMA#
1500 A Tradeport Drive
Orlando, FL 32824



RETURN AUTHORIZATION NUMBER FORM

Company: _____	Contact Name: _____
Store Name: _____	Carrier: _____
Address: _____	E-mail Address: _____
City: _____	State: _____ Zip: _____
Phone: _____	Fax: _____
Date: _____	

QTY	Make	Model	Color	ESN/IMEI	Defect Code

Note: If you need to send more than 10 units you may send an excel file with your request.