

Return Policy

Due to the wholesale nature of C-COM's distribution channel, C-COM does not accept traditional returns. In the unlikely event that your product is damaged or defective, Please contact C-COM as soon as possible. If something is wrong with an order, we certainly want to help. Please do not schedule installation of the products until after the product has been received and examined. Installing a damaged or defective product may void a warranty or damage claim.

Product Damaged in Shipping: What if there is visible damage or there are missing pieces when the product arrives?

If there is visible damage to the packaging or there are missing pieces upon arrival, asks the driver to write a note on the waybill stating the damage and/or missing product before you sign the waybill. Take the relevant pictures in case of visual damage. After signing the waybill, please contact C-COM Support Service at **1-877-463-8886 option 3** or **1-613-745-4110 option 3** on the first available business day. Our products are carefully packaged to avoid damage in shipping. Damage to products will virtually always be visible on the exterior of the pallet, crate, or lift. If products are damaged inside of the packaging, please do not proceed with installation and contact C-COM on the first available business day. C-COM may request digital photos of the damage to determine the extent and severity of the problem. If products have been damaged in shipping or are missing, please contact the shipper and file a claim. You will need to contact C-COM to order replacement products or parts to affect a repair of those products.

What if there is concealed damage and I have already signed a way-bill showing no damage?

Hidden damage must be reported to C-COM within 7 days. C-COM may ask for pictures of the damaged product. If products have been damaged in shipping, or are missing, please contact the shipper and file a claim. You will need to contact C-COM to order replacement products or parts to affect a repair of those products.

What if the product arrives and is not what I ordered?

If you believe that you have received product that is not what you ordered, please contact C-COM Support Service at **1-877-463-8886 option 3** or **1-613-745-4110 option 3** on the first available business day. C-COM may request digital photos of the product received to confirm product details. If the products you have received do not match those that you have ordered, C-COM will replace your product with the one that was ordered or it will pick up the product shipped to you in error and refund your purchase. The decision to replace or refund will be made in consultation with you.

If it is determined that the product you have received is the correct item, etc. according to your order, C-COM will not be able to refund or exchange your product.

C-COM strives to provide our customers the best customer service possible. If you have any questions regarding returns, shipping, or products, please contact a Customer Service Representative, toll-free at 1-877-463-8886 option 3 or 1-613-745-4110 option 3 or by email at support@c-comsat.com.