



Defective Return Policy

Stirling Communications Supply Co., Ltd (hereafter "Stirling") will replace any product deemed DOA (Defective On Arrival) within 15 days of the invoice date regardless of the manufacturer's policy. A DOA is any product which fails to work properly - per the manufacturer's specifications - within 15 days of invoice date. This DOA policy is applicable ONLY to authorized Stirling resellers, and must be administrated via the reseller. This policy does not cover failure due to physical damage, misuse or acts of God. MODIFYING, DISASSEMBLING OR TAMPERING WITH ANY PRODUCT WILL VOID ALL WARRANTIES.

DOA procedure for LG

In order to qualify for a DOA replacement, the following procedure MUST be followed:

Call the manufacturer's technical support line to report the problem and to have the manufacturer deem the unit defective. LG's Tech Support telephone number is 888-393-6484

Request a case number from the manufacturer, as well as the name of the individual to whom you spoke. Call Stirling at (908) 647-9360 with that information as well as the following: reseller name and address, Stirling invoice number, product model number, serial number of problem unit, and a detailed problem description. (A digital photo of any on-screen problems sent via e-mail to mdicanto@stirlingcomm.com will help us to help you more quickly.)

If approved, a Return Authorization ("RA") number will be issued and a replacement product will be sent to you as specified above. Your account or credit card will be billed for the replacement and a credit will be issued when we receive the defective unit back in good physical condition.

Products must be returned in new condition, complete with all manuals, cables, warranty cards, etc. in the manufacturer's original packaging. Incomplete products are not eligible for return under the DOA policy. Do not write on the manufacturer's box. All returns must have the RA number printed clearly on the shipping label and should be shipped to the following address:

Stirling Communications Supply
Attn: RA# _____
141 Lanza Ave
Building 32
Garfield, NJ 07026

Please double box all returns to prevent damage and to avoid restocking or re-packaging fees.

Upon receipt at Stirling's warehouse, items will undergo a complete inspection. Stirling reserves the right to charge up to 25% restocking fee for products returned as defective that have no problems.

Defective beyond 15 days

After 15 days of invoice date, the manufacturer warranty applies. The end-user must contact the manufacturer directly.

DOA procedure for all other products

Please contact SCS at (908) 604-9360