



Telecom Go-to since 1982

Guytel Inc's

Policies



A complete list of Guytel Inc's
Policies

Guytel Inc's Policies

WARRANTY POLICY

- Minimum warranty on all items sold is 1 year, including refurbished items
- Shipping & set-up charges are non-refundable.
- **Items** under warranty will be replaced or repaired free of charge.
- **Over the counter purchases** are Return to depot warranty replacement or repair only .
- **Equipment installed** by Guytel warranty is one year on site
- **VoIP service** **Voice2net terms of Sale and Service at**
<http://voice2net.ca/terms.html>
- **Internet Service**
- **Cabling** by Guytel warranty is one year on site
- **Shop repairs** are warranted for 90 days on work performed
- **Onsite Service** is warrant for 90 days on work performed
- **Setup** of Domain auto attendant hunt groups Voicemail 30 day's from installation.
- **Provisioning** that the equipment is working correctly programming 30 days from date of installation .
- **Installation** that everything was installed correctly at their proper locations.
- All items remain the property of Guytel Services Inc. until the invoices are paid in full

RETURN POLICY

- Regularly stocking items may be returned with all factory packaging included within 30 days of delivery for a store credit with a 20% restocking fee.
- Shipping & set-up charges are non-refundable
- Special order items are not refundable.

SERVICE SIGN OFF

- The customer has 30 days to verify that all work was completed according to plan in a satisfactory manner .

- At the end of the 30 day period the customer must sign off.
- During this period the customer may make minor modifications Guytel will fix any problems caused by incorrect installation.
- The customer is responsible to create a list of desired changes and schedule them to be done by Guytel. Within reason, these changes will be done free of charge during the 30 day period.

IMAC WORK

New Installations, Moves, Additions and Changes are at the buyer's expense

PORTING

Porting verify that the numbers are correctly assigned within 30 days.

"I on behalf of the company stated above agree with the information shown and the terms and conditions as outlined at <http://voice2net.ca/terms.html> and authorize the porting of these numbers."

RECYCLING

Guytel is registered with the city of Ottawa to recycle telephones equipment

We also authorized depot with OES (Ontario Electronic Stewardship) for recycling phone equipment in a environmental way. Any pickup or delivery charges will be at the expense of the buyer.