



Return Shipping Instructions and Compliance Policy

Please follow these instructions when shipping a return or defective product back to ThreePBX

For Returns:

When packing an order for return, please be sure all the original packing material is included. We will be unable to process the return if parts are missing, or if items are not packed properly to avoid damage to products and their boxes and/or packages.

1. Items must be in proper packing material, including the foam inserts, tie downs and bracings.
 - a. ThreePBX reserves the right to refuse to return boxes with a broken protective seal on the packaging.
 - b. We recommended taking photos of the condition and packaging of the items in case damage occurs during shipping.
2. Place items inside a larger cardboard box and pad the items to protect them from shifting around inside of the larger box. Peanuts, bubble wrap, air wrap or even wadded up newspaper can be used.
3. Close the box, and ensure it is taped well.
4. Put the shipping label – outside of the box.
5. ThreePBX is not responsible for loss or damage to the product while in transit back to us, so please add insurance to the return shipment.
6. Except for incorrectly shipped items, the customer is responsible for and may apply.
7. When applicable, the customer is responsible for all brokerage fees, duties and taxes associated with the service and shipment of product.