

Return Policy

General Return Policy and Return Process:

Your satisfaction is one of our primary goals at [CORE Telecom Systems](#). We are glad to accept returns of [defective](#) merchandise within [one year](#) from the original date of purchase for a full [replacement](#). It is preferred that items be returned in their original packaging and include all accessories and manuals. A 20% restocking fee will be assessed on all products that are returned [for other non-warranty reasons](#).

All items to be returned require a Return Authorization number. To receive an RA#, simply call our customer service department at [\(888\) 375-8826](#). Our friendly customer service will be glad to help you with your return and provide you with all necessary information. Please note, that returns can not be accepted without prior authorization.

Return of products that arrived damaged:

Please inspect your package as soon as you receive it. If you notice any damage, please call us at [888-375-8826](#) to report the damage and do not use the product. If your product arrived damaged, please make sure to contact us within 7 business days. In this case, keep all packaging (boxes, shipping labels, packing material, etc...), as the shipper might come to inspect the package.

Product Performance Problems:

Please contact our customer service department by either using our contact form or calling [\(888\) 375-8826](#) in case you believe your product is defective or having functional problems. Our friendly and knowledgeable customer service will either help you solve this problem, provide you with any warranty information or assist you with the replacement or refund of your product.

Privacy Policy

What type of information we collect:

We collect the following personal information in order to process, fulfill and ship your order: your name and email address, your billing & shipping address (not your credit card number) and your phone number. It is important to mention, that our payment system is chosen to provide you with the highest possible level of protection. If you place your order online, your credit card information is encrypted and not even our employees will ever see or have access to your complete credit card number.

What we do with this information:

The information we collect from you are for the sole purpose of processing, fulfilling and shipping your order and to provide you with the best possible customer service. We might contact you via e-mail or phone in order to keep you informed about the inventory status, other important information or changes of your order. None of your information will be shared with any outside party expect for the shipping company we use to ship your products.

How we protect your personal information:

We do not collect any of your information while you are browsing our website. The only time we collect your information is at the time you place your order in our secured checkout section. All pages of our website where you are asked to provide your personal information is protected by an

extremely secure and powerful industry-standard Secure Sockets Layer (SSL) encryption. This is the same security standard that is used by most financial institutions for their online banking. Our payment system goes even one step further so not even our employees will ever see or have access to your complete credit card number if the order is placed online.

Mailing Address and Hours of Operation

CORE Telecom Systems
1131 North Warson Rd.
St. Louis, MO 63132

Customer Service & Sales representatives are available between Monday - Friday, 8am to 5pm CST. Our online store is open 24 hours a day every day of the week, including week-ends and holidays. Our phone lines are open Monday - Friday, 8am - 5pm CST.

We process and ship orders during weekdays. Most orders placed before 11am CST are shipped that same day if the ordered product is in stock. If you desire an item by a specific date, please call our customer service line (888) 375-8826.

We at CORE Telecom Systems understand that you would like to enjoy your new purchase as soon as possible. That is why we put forth great effort to process your order quickly as well as deliver your merchandise safe and fast. Most orders placed Monday through Friday before 11am EST are shipped that same day if the product is in stock.

SHIPPING

Shipping to international destination

We currently do not offer shipping to international destinations.

Non-Deliverable Shipping Addresses

We ship to addresses within the United States and Canada. However, we are not able to ship to Post Office Boxes (P.O.-Boxes) and APO/FPO addresses.

Real Time Order Tracking

You will receive a separate shipping confirmation via e-mail containing a UPS tracking number for your shipment once your order has been shipped.