

Return Policy

Order Cancellation

Orders can be cancelled if agreed with us before your package has been consigned or despatched. Once your package is on its way to you, you can still return your product to us (see "Returning goods above").

At Conversor Limited we pay a lot of attention to customer satisfaction. We select our products and plan our services very carefully, and make ourselves available to talk with customers about their experiences with us. Should you ever have reason to contact us about your purchase or any other matter, please do not hesitate to do so - our friendly service team will be glad to hear from you, and we will do everything we can to help you.

Return Policy

Conversor Limited strives to exceed your expectations and wants your purchase experience to be fantastic. If for any reason, you are not completely satisfied, you may return your item within 30 days from the date of shipment, as shown on your invoice, for a refund or exchange.*

Online Specials may incur a 10% Restocking Fee.

How to return your product for a refund or exchange

1. Contact Conversor at our warehouse run by Tetex Inc at Toll Free: (888) 515-8120 (Voice/TTY) or Email: support@teltex.com to receive a Return Authorization (RA).

Prior to issuing a Return Authorization, we require the following information:

- A. The purchaser's name and invoice number.
 - B. Model and Serial Number (if applicable) of item(s) being returned.
 - C. The reason for the return. If defective please explain the specific problem with the item.
2. If the item was shipped in the product box, wrap it in brown paper or insert it in a shipping box to return. Put the Return Authorization (RA) on the outside of the shipping box or wrapping paper near your return address.

IMPORTANT: Packages without an RA will be refused and returned to sender. Do not write the RA on the product box.

3. Ship the item(s) fully insured to:

Conversor at Teltex, Inc.
1081 West Innovation Drive
Kearney, MO 64060

RA#: (Write Your RA # Here)

When to expect a refund or exchange

Refund:

Orders paid by Mastercard, Visa, Discover, or American Express will be credited to your credit card account. Allow one (1) billing month for the credit to appear on your credit card statement. Orders paid by personal check, cashier's check, or money order will be refunded by company check. Allow two (2) weeks after we receive the returned merchandise for processing of return and refund.

Exchange:

Allow five (5) business days for processing, plus shipping time.

ATTENTION:

Customers are responsible for shipment costs to return merchandise. If a refund is requested, shipping and handling charges as listed on the invoice are non-refundable. If an exchange is requested, we will pay standard UPS Ground shipment costs to mail to you. In the event that 30 days pass from the date of shipment, you are advised to follow the manufacturer's warranty instructions for repair service.

All returned products must be sent back in the original "like new" condition packaged in the original manufacturers box, including all manuals, documents, warranty cards, and printed materials or a 10% restocking fee will be applied.

Please contact us at Toll Free: (888) 515-8120 to return products.