

Sterling Communications

Customer Support

Sterling Communications offers a variety of support services to our customers. If after consulting your User's Manual you are still having trouble with your modem, please feel free to contact us for help.

You may call us or email us. To speed up your request for support, please have your product model number and serial number available when you call, or include the model number and serial number in your email. The model number is on the bottom right-hand corner of the front of your box. The serial number is on a white label next to the phone jack. Please write them in the space below for future reference.

Model: _____ Serial Number: _____

Email support: **support@sterlingmodems.com**

Please allow up to 3 business days for a response to your question.

Phone support: **(617) 753-0964**

Hours are 8:30 AM to 5:00 PM Eastern Time, Monday through Friday (not including holidays).

Driver updates can be accessed from the web at
www.sterlingmodems.com

Return of Defective Units

To ensure that products sent for repair are properly tracked through our system, all products must be sent with a Return Authorization (RA) number on the outside of the package. **You must call or email us for the RA number BEFORE you return any product.** Packages without an RA number on the outside will be refused.

All labor and materials for in-warranty repairs are free of charge. Sterling Communications will pay for return shipping by common carrier for the first 90 days from the original purchase date. After 90 days a shipping and handling fee will apply.

Limited Warranty

Sterling Communications, Inc., (hereafter "Sterling") warrants this product against defects in material and workmanship for a period of 1 year from the date of the original retail purchase. This warranty applies to the original retail purchaser.

For all Sterling products, other than software, Sterling will, solely at its option, repair or replace this product with a functionally equivalent new or factory reconditioned product during the warranty period. The consumer will deliver the product to Sterling at the address specified above. All transportation risks and costs in connection with delivering this product to Sterling for this warranty service are the responsibility of the consumer.

For Software Products supplied by Sterling Communications

Sterling will replace software at no charge if there is a defect in materials or workmanship for a period of 30 days from date of original retail purchase, provided the defective software is returned to Sterling with a copy of the original invoice. The consumer may request software to be shipped via U.S. Mail for a \$15.00 fee in lieu of returning defective disks.

Software products supplied by Sterling are sold "as is", without warranty, either expressed or implied, as to function, application, merchantability, performance, and quality.

Sterling is not responsible for incidental or consequential damages resulting from the breach of any expressed or implied warranty including any costs of recovering, reprogramming or reproducing any programs or data stored or used with the Sterling products; damage to property; and to the extent permitted by law, damages for personal injury. This warranty is in lieu of all other warranties, expressed or implied. We do not assume or authorize assumption for us of any other warranty, expressed or implied.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusions may not apply to you.

This warranty does not apply if the Sterling product has been damaged by accident, abuse, lightning, fire or other natural disasters, misuse or misapplication; if it has been modified without the written permission of Sterling; or if any serial number has been removed or defaced.

This warranty shall not be applicable to the extent that any provisions of this warranty are prohibited by any federal, state, or municipal law that cannot be preempted. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.