



## Shipping Policy – Puerto Rico

Optivon ships to Puerto Rico.

To use Optivon Services, You ("Subscriber" or "You") may need to purchase phones, headsets, or other equipment (collectively, "Equipment"). All Equipment shipments are F.O.B. Optivon's shipping distributor facility, unless stated otherwise in the Service Order. If the terms are F.O.B., Optivon's liability for delivery shall cease, and title and risk of loss or damage related to such Equipment (if applicable) shall pass to You upon delivery to the shipping carrier. If the terms are DDP Delivered Duty Paid, liability for delivery shall cease, and title and risk of loss or damage related to such Equipment (if applicable) shall pass to You upon delivery to You at the place of delivery designated in the Service Order. Shipping terms are as defined in the International Chamber of Commerce Incoterms® rules.

If you need to return Equipment purchased from us, you should call first our Customer Service Department and request a Material Return Authorization (MRA). The Customer Service Agent will advise you if we will send someone to pick up the equipment or if we will provide you with shipping information to send us the equipment. Equipment sent without an MRA will not be accepted.

If You have purchased any hardware from us or we have otherwise provided You with any hardware and Your Account is terminated for any reason after the end of any free-trial period and prior to the end of Your first year of service, You hereby authorize us to immediately bill your credit card the appropriate equipment return fees, as set forth in the Service Order or terms of service.



Codecom, LLC d/b/a Optivon  
27 Calle Gonzalez Giusti  
Edificio Tres Rios, STE 100  
Guaynabo, PR 00968

P.O. Box 11881  
San Juan, PR 00922-1881

Tel: (787) 625-2737 Fax: (787) 244-411