

Firecom Return Material Authorization Form

Service Hours: 6:30AM – 3PM Pacific Time, Mon-Fri

Phone: 503-684-6647

Fax: 503-620-2943

Email: service@firecom.com



A Division of Sonetics Corporation

The Firecom service representative may be able to troubleshoot the issue over the phone or visit our web site for support at www.firecom.com. If it is determined that the unit(s) requires service or needs to be sent to Firecom, the service representative will issue a Return Material Authorization (RMA) number. The RMA is the internal tracking number for your service work order and should be retained by you for future reference.

INCLUDE THIS FORM WITH YOUR:

REPAIR

RETURN FOR CREDIT

	Billing Address	Shipping Address (if different)
Company		
Name		
Address		
City, State, Zip		
Contact Name		
Phone/Fax		
Email		

Item Information (For Out of Warranty Returns repair pricing see price schedule on the second page.)

Item	Qty	Price	Serial #	Problem Description
RMA Rush			RMA Rush, \$75 per unit. Repair will be completed within 2 business days. (maximum of 6 units)	
Expedited Shipping Back			All Headsets and Intercoms: Per unit, UPS 2 Day \$35, UPS Next Day \$50 Panther CCS/C1/C2: Per unit, UPS 2 Day \$40, UPS Next Day \$80	
Total				

Payment Information

Check #		
Charge	<input type="checkbox"/> Visa <input type="checkbox"/> MC <input type="checkbox"/> Amex <input type="checkbox"/> Discover	(For your security, send via phone or Fax) Number: Exp:
PO Number*		

* Commercial customers with existing accounts only.

- Send this form with your repair and keep a second copy for your records.
- A restocking fee of 15% will be charged on all return for credit unless error caused by Firecom.
- **Product sent without a visible RMA number on the packaging or sent via COD will be refused.**

RMA Number		Call Service for an RMA number
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Cut off bottom portion of this page for the mailing label.





To:
Firecom
Attn: Service Department, **RMA#:** _____
7340 SW Durham Road Phone: 503-684-6647
Portland, OR 97224

Firecom Repair Pricing & Policies

- **Product sent without a visible RMA number on the packaging or sent via COD will be refused.**
- We suggest prepayment to expedite turnaround time.
- At our discretion we may swap your product with factory refurbished or new product.
- If you are sending an intercom for service, in addition to enclosing a note describing the problem, please provide the following additional information: model & quantity of headsets used with the intercom, and the number of hours the intercom has been in use.
- Consumables, like removable head pads/straps, ear seals, and batteries, are not covered by your warranty and will not be replaced under warranty.
- Custom and Special product has a 90-day warranty.
- [For additional policies please see our policy/warranty statement on line at www.firecom.com.](http://www.firecom.com)
- Additional policies for Pre-Paid Flat Rate Out of Warranty Returns:
 - Firecom will not repair the following issues and will only offer replacement pricing for the following: units requiring replacement of domes, water damage, damage from unauthorized repair or modifications, or units damaged beyond repair.
 - UPS ground return shipping included within the United States.
 - Returns/Repairs are considered abandoned if we don't hear back from you within 14 days after our last attempt to contact you and will be sent back unrepaired at your expense.
 - All out of warranty repairs will have a 90-day warranty on the repaired part(s) only.
 - **Prepayment is required for us to process all non-warranty flat rate repairs. Include a valid credit card, check, or purchase order number information with your equipment.**
 - **Flat rate repairs sent in without prepayment will be returned to the customer unrepaired at the customer's expense.**

[Pre-Paid Flat Rate Out of Warranty Price Schedule.](#) All prices are per piece & include UPS Ground shipping back.

Firecom out of Warranty Repair Prices		Flat Rate Repair Price Total	Upgrade Price	Notes
FH-X UH-X	Dual Plug FH Style Dual Plug UH Style	No Longer Supported	\$290.00	New FH-X with HM-10 New UH-X with HM-10
FH-XX UH-XX	Non-Glove Rugged FH Style Non-Glove Rugged UH Style	\$170.00	\$255.00	Repaired with Glove Rugged plug
FH-XX UH-XX DW-XX HH-XX	Glove Rugged FH Style Glove Rugged UH Style Direct Wire, all models Handheld Radio Interface	\$120.00		Glove Rugged Plug 
UHW-XX FHW-XX BPX-XX WBXX	Wireless UH Style Wireless FH Style Wireless Belt Pack Wireless Base Stations	\$160.00		
110 210 3000X DR-1C AI TC-3.1	All Intercoms All Intercoms All Intercoms Remote Head for 30XXR Analog Interface	\$100.00		
30xxR	Intercoms	\$175.00		
C1/C2	Panther C1/C2	\$270.00		