



RETURN MATERIAL AUTHORIZATION FORM

Service hours: Mon-Fri, 6:30 am – 5:00 pm (Pacific Time)

Phone: 503.684.6647 | Fax: 503.620.2943 | Email: service@firecom.com

INSTRUCTIONS

Before filling out this form, visit www.firecom.com/customer-support/service or contact us by phone and discuss any issues with your Firecom service representative. Many times we can troubleshoot your issues over the phone. If your unit(s) require repair, your service representative will provide you with a Return Material Authorization (RMA) number. **All repairs must have an RMA number.** The RMA number tracks your unit(s) through the repair process. To help us serve you better, please retain this number for your reference and have it available when you call.

1. Fill out this form and send it in with the products for repair. Please keep a copy for your records.
2. A restocking fee of 15% will be charged on all returns for credit unless due to errors caused by Firecom.
3. Products will be refused if sent COD or returned without a visible RMA number on the packaging.

RMA number (Our service department will provide you with this number when you call): _____

This form is for (Check one only): Repair Return for credit

BILLING AND SHIPPING INFORMATION

	Billing information	Shipping information (if different from billing)
Company		
Contact		
Address		
City, State, ZIP		
Phone		
Fax		
Email		

PRODUCT INFORMATION (For out-of-warranty repair costs, see pricing schedule on reverse)

Item description	Serial no.	In warranty?	Briefly describe the problem
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	

Special handling and shipping options (checking "Yes" will add to the cost of repair as shown in this table)

<input type="checkbox"/> Yes <input type="checkbox"/> No	Rush repair (repair completed within two business days) Maximum allowance: 6 units	\$75 per unit
<input type="checkbox"/> Yes <input type="checkbox"/> No	Return shipping by UPS 2nd-day air	\$35 per unit
<input type="checkbox"/> Yes <input type="checkbox"/> No	Return shipping by UPS next-day air	\$50 per unit

PAYMENT INFORMATION (For your security, please send credit card numbers by phone or fax, not by email)

Visa Mastercard AMEX Discover Card no. _____ Expiry date: _____

PO number (for commercial accounts with established credit only): _____

✂ **MAILING LABEL (Cut at dotted line and affix to package. The RMA number must be visible on package.)**

FIRECOM
 SERVICE DEPARTMENT
 7340 SW DURHAM RD
 PORTLAND OR 97224-7307

RMA #: _____

Phone: 503.684.6647

FIRECOM REPAIR PRICING & POLICES





- **Products sent via COD will be refused.**
- We suggest prepayment to expedite turnaround time. We accept all major credit cards and PayPal. No checks please.
- At our discretion we may exchange your product with a 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 information:
 - Model & quantity of headsets used with the intercom
 - Number of hours the intercom has been in use.
- Consumables (e.g., removable head pads/straps, ear seals, and batteries, are not covered under warranty and will not be replaced under warranty.
- Custom and special products carry a 90-day warranty.
- For additional policies please see our policy/warranty statement online at www.firecom.com.

Additional policies for prepaid flat-rate out-of-warranty repairs:

- 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
 - 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. Please include a valid credit card or purchase order number with your equipment.
- A minimum charge of \$75 applies for checkout and testing if no other problems are found.

Prepaid Flat-Rate Out-of-Warranty Price Schedule

(All prices are per piece & include UPS Ground shipping back to customer)

Equipment model and description*		Flat-rate repair price	Upgrade price	Notes
FH-X UH-X	Dual Plug FH style Dual Plug UH style	No longer supported	\$290.00	New FH-5X with HM-10 New UH-5X with HM-10
FH-XX UH-XX	Non-Glove-Rugged FH style Non-Glove Rugged FH 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 WB-XX	Wireless UH style Wireless FH style Wireless Belt Pack Wireless Base Stations	\$160.00		
110 210	Intercom Intercom	\$100.00		
3010/R 3020/R	Intercoms	\$175.00		
C1/C2	Panther C1/C2	\$300.00		
5100D 5200D 5300D 5400D	Digital Intercom	\$200.00		

*For models not shown, contact customer service for current service/support status.