



# RETURN MATERIAL AUTHORIZATION FORM

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

Toll Free: 800.527.0555 | Fax: 503.684.6647 | Email: [service@firecom.com](mailto:service@firecom.com)

## INSTRUCTIONS

Before filling out this form, visit [www.firecom.com](http://www.firecom.com) or contact us by phone to 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 required Return Material Authorization (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.

- All repairs must have an RMA number.
- Fill out this form and send it in with the products for repair. Please keep a copy for your records.
- A restocking fee of 15% will be charged on all returns for credit.

RMA number (obtained via Firecom Service Representative): \_\_\_\_\_

Purchase Order number for this order): \_\_\_\_\_

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

## BILLING AND SHIPPING INFORMATION

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

## PRODUCT INFORMATION (For out-of-warranty repair costs, see pricing schedule on page 2)

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	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Special handling and shipping options</b> (checking "Yes" will add to the cost of repair as shown in this table) Please note: All flat rate repairs include return ground shipping within the United States.			
<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 <b>2nd-day</b> air (all headsets and intercoms)		\$35 per unit
<input type="checkbox"/> Yes <input type="checkbox"/> No	Return shipping by UPS <b>next-day</b> air (all headsets and intercoms)		\$50 per unit

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

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**FIRECOM**  
 SERVICE DEPARTMENT  
 17600 SW 65TH AVE  
 LAKE OSWEGO, OR 97035

RMA #: \_\_\_\_\_  
 Phone: 800.527.0555

## FIRECOM REPAIR PRICING & POLICIES




- Products sent via COD will be refused.
- Providing us with your payment information up front will help expedite your repairs. We accept all major credit cards (please call to provide credit card information – have your RMA number available). Payment by check is also accepted.
- We are obligated to charge sales tax in any state where we maintain an office. Currently, we are required to collect and remit sales/use tax in the following states: CA, GA, IL, KY, MA, OH, TX, WA, and WI. Sales tax is charged on total merchandise (including repairs) plus shipping charges.
- 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 detailed note describing the issue, 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.
- Wireless Headsets (Gen 3 or later) sent in for repair will be updated to the newest Firmware revision (if applicable).
- Custom built products carry a 90-day warranty.
- Please see our policy/warranty statement online at [www.firecom.com](http://www.firecom.com).

### Flat-rate repairs out-of-warranty:

- Firecom may not repair units with the issues listed below 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
- Returns/Repairs are considered abandoned if we don't hear back from you with payment within 30 days of completion of the repair.
- All out-of-warranty repairs will have a 90-day warranty on the repaired part(s) only.
- A minimum charge of \$75 applies for checkout and testing if no problems are found.

### Flat-rate Repair Out-of-Warranty Pricing Schedule

(All prices are per unit & include UPS Ground shipping back to customer within the United States)

Description	Flat-rate Repair Pricing	Notes
Direct Wire Headset - Non-Glove-Rugged	\$170	Repaired with glove-rugged plug. Call for replacement pricing.
Direct Wire Headset – Glove-Rugged	\$120	Glove-rugged plug 
Handheld Radio Interface	\$120	
Wireless Headset	\$160	
Wireless Base Station	\$160	
Analog Intercom	\$100	
Panther C1/C2	\$300	
Digital Intercom	\$200	
NRR Upgrade Kit (Gen 3 Headsets Only)	\$44.95	

(For products not shown, contact customer service for current service/support status)

Revised 06-20-2019