



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

INSTRUCTIONS

Before filling out this form, [click here for how-to guides and basic troubleshooting tips](#).

- If you are experiencing other issues or require immediate assistance: [click here](#) or contact us by phone to troubleshoot with a Firecom service representative.
- If your unit(s) require repair: [click here to fill out the online RMA Request Form](#) to receive your required repair tracking number. Please retain this RMA number to reference the progress of your repair.

- 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 repair order (if required): _____

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

BILLING AND SHIPPING INFORMATION

Home Delivery

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		
Special handling and shipping options (checking "Yes" will add to the cost of repair as shown in this table)				
Please note: All repairs include return ground shipping within the United States (except Hawaii).				
<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 FedEx 2nd-day air (all headsets and intercoms)		\$45 per unit	Cases \$100
<input type="checkbox"/> Yes <input type="checkbox"/> No	Return shipping by FedEx next-day air (all headsets and intercoms)		\$70 per unit	Cases \$150

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



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, CO, GA, IL, KY, MA, MN, 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.
- 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.

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 FedEx Ground shipping back to customer within the United States)

Description	Flat-rate Repair Pricing
Analog Intercom	\$100
Wired Headset	\$125
Wireless Headset	\$175
Wireless Base Station	\$175
FR Connect	\$175
Digital Intercom	\$200

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