



# RETURN MATERIAL AUTHORIZATION FORM

Service hours: Mon-Fri, 6:00 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, [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		
<b>Special handling and shipping options</b> (checking "Yes" will add to the cost of repair as shown in this table)				
<b>Please note:</b> 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 <b>2nd-day</b> air (all headsets and intercoms)		\$45 per unit	Cases \$100
<input type="checkbox"/> Yes <input type="checkbox"/> No	Return shipping by FedEx <b>next-day</b> 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](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 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)*