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Repair Authorization Form

Mail or scan and email this completed form to the addresses above. Nothing will be done before receiving this form. If there is any question, please call or email before sending the form.

First: check all cables and connections, power supply, VSWR, test points, etc., and reread the info sheet or manual before calling us for technical advice or return authorization for repair. Over 80% of the time the problem is with the customers cables, unfamiliarity with UHF techniques or lack of test equipment. Call or email so we can give you some trouble shooting hints to save you time and money.

SERVICE POLICY on our manufactured equipment is: the customer ships to us at their cost after return authorization by telephone, email or faxing this completed form. If we deem that the problem is due to our workmanship & materials within a reasonable time period (different parts have different expected lifetimes - we feel this is far fairer & more realistic than the usual 90 days), it will be fixed & returned UPS surface or USPO in the contiguous USA at no further cost to you asap, or at shipping cost outside of the contiguous USA. Normal turn around is 2 days. If we believe the problem is due to the customers misuse, abnormal wear, natural causes, physical damage, or no problem found, then the board modules can be repaired & tested for \$40 plus parts cost and shipping. Packaged units (TC70, TX70, RTX, ATVR, etc.) repaired for \$80 plus parts cost and shipping. No other warranty is expressed or implied than that noted here. Any equipment not manufactured by us is limited to the warranty made by the manufacturer, your recourse is with the manufacturer & their repair & warranty policy. Return other manufacturers equipment to them per their policy for service, not to us - we are not authorized for their warranty evaluations nor do we stock their replacement parts. Anything left unpaid > 90 days will become our property to dispose of as we see fit.

Please Print Using Black Ink

Visa or Mastercard information:

Card number: _____ Expiration date ____/____/____ Sec Code ____

Name exactly as it is reads on the card: _____

Address where you receive your card bills at:

Address _____

City _____ State ____ Zip _____ Country _____

I agree to pay for the repair per the service policy stated above with my Visa or Mastercard,

Card Holder Signature _____ Today's date _____

Call letters _____ Phone Number _____ - _____

Email _____

Ship to: Same as above Is this a Residence or a Business address

Name of business _____ and/or in care of _____

Address _____

City _____ State ____ Zip _____ Country _____

Our Model Number and Description of problem: _____
