

One completed form must be returned with each unit for repair. Units returned without a completed form may be returned unrepared.

Date:	
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Customer Information

Your Account #:		Shipping Address (if different from Billing)
Company Name:		
Billing Address:		
Billing City/State/Zip:		
Contact Name:		
Telephone #:		
Email:		
Purchase Order #:		
Return Shipping Method:	<input type="checkbox"/> FedEx (choose service): <input type="checkbox"/> Ground <input type="checkbox"/> Overnight <input type="checkbox"/> 2-Day <input type="checkbox"/> 3-Day <input type="checkbox"/> UPS (choose service): <input type="checkbox"/> Ground <input type="checkbox"/> Overnight <input type="checkbox"/> 2-Day <input type="checkbox"/> 3-Day	

Unit Information

Model #:		Purchase Date:	
Serial #:		End User:	
Is unit in warranty?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>If unit is not in warranty, payment is required and the minimum flat rate charge is authorized.</i>	
Was unit in before for the same issue?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, when?	
Did unit fail before deployment?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If no, how many days after deployment?	
What PC Configure version is currently being used to program this radio?			
<i>Note: batteries that are defective and out of warranty will NOT be replaced unless requested. Replace battery?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No			

Problems/Symptoms: (please be specific and list any specific code requirements)

Payment Information

(completion is required if your unit is out of warranty or damaged)

Payment Preference:	<input type="checkbox"/> COD <input type="checkbox"/> Bill to EFJ account # above <input type="checkbox"/> Credit Card (Depot admin will contact you for info)
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For Depot Use Only:

Warranty End Date:	Accessories: <input type="checkbox"/> Antenna <input type="checkbox"/> Battery <input type="checkbox"/> Belt Clip <input type="checkbox"/> Cable(s) Qty -
Miscellaneous:	

Helpful Notes:

- Please do not return any accessories with your subscriber radios unless they are related to the failure. For all ES mobile radio repairs, please send in the control head and pigtail cables.
- For subscriber accessories, please contact us at 800-328-3911 option 4 to discuss returning or replacing your in-warranty accessories.
- For out of warranty repairs on subscriber units, United Radio will establish the repair rate and will charge for units they cannot confirm a problem with. Accessories sent to United Radio not part of analyzing an associated radio failure will be returned at your cost.

Pricing is subject to change without notification. If you need any help completing this form or for any other assistance, please contact us at 800-328-3911 option 4.

Please ship your subscriber unit(s) to: United Radio Service | Attn: Depot Repair | 5703 Enterprise Parkway | East Syracuse, NY 13057 USA

Please ship your infrastructure unit(s) to: EFJohnson Technologies | Attn: Depot Repair | 1440 Corporate Drive. | Irving, TX 75038 USA