



Sure-Response

Return Material Authorization (RMA)

1075 N Reed Station Rd Carbondale, IL 62902
888-530-5668 | Fax: 888-530-5676 | service@sure-response.com

IMPORTANT: You must obtain an RMA number before shipping any equipment to a repair facility.

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|--|-------------------------|---|---------------------------------------|
| 1 Community / Dealer Name | | 2 Customer Account Number <i>*if known*</i> | |
| 3 Physical Address <i>*For return shipping. No P.O. boxes*</i> | | | |
| 4 City | | 5 State | 6 ZIP Code |
| 7 Contact Name / Title | | | |
| 8 Telephone Number | 9 Contact Email Address | | 10 P.O. Number <i>*if applicable*</i> |

IF THIS REQUEST IS BEING SUBMITTED BY A DEALER ON BEHALF OF A CUSTOMER LOCATION, PLEASE FILL OUT THE BELOW FIELD

11 Customer / Location Name

| 12 Inventory of Returned Items | | | Items Shipped with Product <i>*please check*</i> | | | |
|--------------------------------|---------------|----------------------|--|-----------|---------|-------|
| Product Code | Serial Number | Description of Issue | Battery | Belt Clip | Charger | Other |
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You must obtain an RMA number before you send any equipment for repair to avoid longer-than-expected turnaround time

Send your request to service@sure-response.com, providing the serial number of the unit(s) and the reason you are sending the product in.

We will then process your request and email you an RMA number along with detailed instructions on where to send your equipment.

The equipment will be inspected and evaluated upon receipt. Normal warranty repairs will be processed as per Sure-Response's published warranty terms and conditions.

Please verify that the serial numbers appearing on this RMA order correspond to the units being shipped. Any discrepancy might result in a delay in repair. Do not add any equipment when shipping that is not part of this RMA.

If possible, please don't send in any accessories along with the unit. Many intermittent problems cannot simply be identified by regular testing procedures. And unless intermittent problems are noted they can easily be missed. "Does not work properly" and "Will not work" are very general descriptions that can lead to unnecessary repetitive work and hence will take a longer time to return back to you. All shipping for repairs is the customer's responsibility. As a service provider, we value your support in this manner. Our goal is for the best customer service experience. For our product limited warranty information, please visit our website at www.sure-response.com. Sure-Response may send you a replacement as a one-time courtesy. No residual warranty to follow for the unit.

Equipment being returned for credit needs to be unused and in its original box with all accessories and literature. Request for credit returns will not be honored after 30 days after shipment. All returns are subject to restocking charges, maximum of 25%.