



Sure-Response
WE HEAR YOU!

Return Authorization Form (RMA)

Attn: RMA/Services Department

Fax: 888-530-5676

1075 N Reed Station Rd

Carbondale, IL 62902

RMA Number:

Office Use Only

Customer ID:				Equipments Shipped Date: USPS Tracking Number:			
Facility:							
Attn:							
Address:							
Phone Number:		Email:		Items Sent with Product (please check)			
Product	Serial Number	Description of Issue		Battery	Belt Clip	Charger	Other
SMR2101							
Customer (if different from above) : P.O. # (if available) :							

OFFICE USE ONLY

Product	Serial Number	Description of Repair	Replacement	Battery	Belt Clip	Charger	warranty New Purchase needed

Notes:

You must obtain an RMA# before you sending any equipments for repair to avoid longer than expected turnaround time. You may request your RMA# online or send your request to service@sure-response.com, providing with the serial number of the unit(s) you want to send in.

1. Please include a copy of this RMA approval with the equipment being returned. You may return the equipment to the following address. - For MICRO16s and SR-2s, you will need to send to **1075 North Reed Station Rd, Suite A, Carbondale, IL 62902** For HYT radios, you will have to send to **3315 Commerce Parkway, Miramar, Florida 33025**.

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

3. Equipment not under warranty or found to have the warranty voided due to negligence, abuse, physical, or liquid damage will not be repaired. You may request to ship it back at your expense. Please only ship back the above listed items marked as "T" or "FR" (Flat Rate) under warranty section. Non-approved items will be rejected and returned at customer's expense.

4. Please verify that the serial numbers appearing on this RMA order correspond to the units being shipped. Any discrepancy might result in delay of repair.

5. Equipment being returned for credit needs to be unused and in it's 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%.

To our value Customers, when returning radios, please try to be as specific as possible when describing the reason for return. **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. "Do not work properly", "No TX/RX", "broken", "Will not work" are very general descriptions that can lead to unnecessary repetitive work and hence will take longer time to return back to you. Any shipping costs after 30 days (starting from the original date of purchase) on any item returned for repair are the customers' responsibility. In the event that no hardware problems can be found with your unit, you will be responsible for return shipping costs as well as a hourly labor fee. For post warranty repair, the procedure is the same however; you are responsible for shipping charges both way. 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.

RMA TERMS AND CONDITIONS
 Turnaround time on repairs is typically 72 hours upon receipt of defective unit. This does not include shipping to and from (Turnaround times are estimates as times may vary). If your warranty is voided due to misuse, tampering, or from events not covered by warranty, all inspection, evaluation and repair activity is subject to hourly rates. Customer is responsible for the freight charges. In case of malfunction solution is "Not repairable", Sure-Response may send you a replacement as an one-time courtesy. No residual warranty to follow for the unit.