

Service Submission Form

Date: _____

Name: _____

Address: _____

City: _____

State: _____

Zip: _____

Phone: _____

Fax: _____

Email: _____

Items being returned:

QTY	Model Number	Serial Number	Battery/Antenna/Charger/Acc.

Explain reason for return below. If defective, please provide detailed information why defective:

If defective, is a replacement needed:

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Please fax or email a copy of this form to our service department and include a copy of this form with your shipment.

Email: service@terrycomm.com

Fax: 321-253-9529

Send items to:

Terrycomm
Attn: Service Department
2700 Business Center Blvd.
Melbourne, FL 32940

Terrycomm Service and Repair Policy:

All repairs are subject to Terrycomm's service and repair policy. Units are evaluated and repaired in the order they are received. By sending your equipment to Terrycomm for repair, you authorize Terrycomm to make repairs up to the amount of \$200 without additional approval unless otherwise specified by the customer on this form. If repairs exceed this amount, you will be contacted and advised of the estimated cost of repair. Any equipment for which service/repair is refused by the customer will be charged an evaluation and handling fee. By sending your equipment to Terrycomm for service, you agree to these terms as well as the terms outlined in Terrycomm's full service policy. Our service policy can be found online at <http://terrycomm.com/service>

Equipment sent to Terrycomm that is no longer eligible for warrant service will be charged a minimum of one hour of labor, plus the cost of any parts replaced (labor billed in ½ hour increments after the first hour).

Terrycomm Labor Rates:

Amateur: \$75/hr, Marine: \$75/hr, Avionics: \$90/hr, LMR: \$24/hr