

Return Materials Authorization Form Number –

-US-

Company _____
 Contact: _____
 Return Address: _____

 Phone: _____
 Fax: _____
 E-mail: _____

To: USAAlert
 Fax: (561) 394-9986
 Service No: (561) 394-9969



Problem Codes:

- | | | | |
|----------------|---------------|------------------|--|
| 1 LCD | 4 Switch | 7 Audio Problem | 10 Housing |
| 2 Vibrate | 5 Button | 8 No Power Up | 11 Intermittent |
| 3 Poor Receive | 6 Programming | 9 Volume Control | 12 Other (please specify in comment field below) |

Identify the problem using the codes above and place the problem code in the space provided below:

Warranty Yes / No	Model Number	Frequency	Bar Code or Serial #	Problem Code	Comment

Please indicate if customer or dealer has programmer:

Circle one: YES NO

For USAAlert Use Only:

Serial Number	Warranty	Repairs / Comments

Warranty Return Address:
USAlert, LLC. 1809 S. Powerline Rd. Ste. 101, Deerfield Beach, FL 33442



USAlert, LLC

TO:	From:	USAlert
Name:	Telephone:	(561) 394-9969
Organization Name:	Fax:	(561) 394-9986
Phone number:		
Fax number:		

May 10, 2019
Number of pages including cover page: 2

PLEASE READ THE FOLLOWING:

Fill in as much information as possible on the RMA form. Complete the box in the upper left corner. Identify each product, warranty status and requested repair. The more information we have the faster and easier the repair process will be.

Please include a copy of the RMA in the box with the returned product. We will track and make repairs based on information you provide.

The RMA number we provide is for one product repair shipment. In the future if you require additional repairs a new RMA number will be assigned. Maintain a copy or a record of this RMA return for future reference. Forward the pager and the paperwork to the address on the RMA form.

Please ship **ALL** the items to be repaired so that we can make an accurate assessment during repair. **Please include batteries in the shipment. Chargers may also be included if the problem has to do with battery life.**

NOTICE: If the pager(s) are out of warranty the repair fee shown below will be charged plus return freight. There is a \$10.00 (numeric/alphanumeric) or \$20.00 (tone/voice) repair/handling fee per pager for no trouble found and for return of items determined to be beyond repair. It is your responsibility to indicate the warranty status for each item. If we receive insufficient information to process a repair you may be charged automatically for repairs regardless of warranty status. Please call if you're not sure as there will be no phone call made prior to repairs.

Nova: Flat rate repair fee \$85.00 per pager
Watchdog: Flat rate repair fee \$85.00 per pager
Numeric: Flat rate repair fee \$25.00 per pager
GearStar: Flat rate repair fee \$42.00 per pager
Alphanumeric: Flat rate repair fee \$42.00 (\$60.00 for LCD replacement)

We accept Master Card or Visa for payment if no previous account has been established.
Please provide your purchase order number on RMA form if you want this reference on the invoice.

Thank you for your assistance. We will make every effort to repair and return the product as quickly as possible.

We appreciate your business.