

RADIO REPAIR REQUEST

(910) 483-8484 • (toll free) 1.800.396.1911 • www.amerizonwireless.com

CUSTOMER INFORMATION

Name: _____ Company: _____
Phone: _____ Email: _____
PO#: _____

Return Repair To: _____ Bill To: ☐ Same as Return To
Attn: _____ Attn: _____
Address: _____ Address: _____
City: _____ City: _____
State: _____ Zip Code: _____ State: _____ Zip Code: _____

EQUIPMENT INFORMATION & SYMPTOMS

Make/Model: _____
Serial #: _____ Under Warranty? ☐ Yes ☐ No ☐ Unknown

Accessories Sent with Radio

☐ Antenna ☐ Belt Clip ☐ Microphone ☐ Earpiece ☐ Other: _____
☐ Battery ☐ Charger ☐ Headset ☐ Radio Only _____

Radio Symptoms

☐ No/Low Power ☐ No Receive ☐ Intermittent ☐ Dropped ☐ Broken Volume/Channel Knob
☐ No/Low Audio ☐ No Transmit ☐ Constant Tone ☐ Dead ☐ Broken Case/Antenna Jack
☐ Other: _____

Details: _____

FLAT-RATE PRICING & AUTHORIZATION

- ☐ Tier 1 - \$99.95 (Motorola: BPR40, CP185, CP200(Analog); Vertex: VX-260, VX-350, VX-230)
☐ Tier 2 - \$139.95 (Motorola: CP200D, SL300, PR400, HT750, HT1250; Vertex: EVX Series, VX-450)
☐ Tier 3 - \$239.95 (Motorola: XPR3000, XPR6000, XPR7000; Vertex: VX-820, VX-920)

**Flat-Rate Pricing does NOT include physical damage repairs to the radio or accessories, including but not limited to: battery, antenna, or clip replacement. Radios that require Motorola Factory Repair are not covered under Flat-Rate Pricing.*

Repair Authorization Details: To expedite your repair, select the repair tier that matches your radio and sign below. This lets us know that we are authorized to repair your equipment as long as the total does not exceed the selected total on this form. If your radio is not repairable due to major board damage, such as physical abuse or liquid damage, your radio will be flagged as not repairable. If your radio is not repairable, you have the option to either pay the estimate fee of \$31.25 or to purchase a new radio. The estimate fee is waived if you purchase a new radio. Radio repairs come with a 45 day Repair Warranty.

Signature: _____ Date: _____

***TURN OVER THIS FORM FOR IMPORTANT REPAIR & SHIPPING INFORMATION ***

FOR AMERIZON OFFICE USE: BP#: _____ Payment Terms: _____

REPAIR DEPOT INSTRUCTIONS

FOR REPAIRS & MAINTENANCE

Please use the form on the previous page, to give us information on your Two-Way Radios in need of service.

Please fill out 1 form for each radio that is in need of repair. When you have filled out each form, we recommend folding and wrapping each form around their associated radio; securing with a rubber band or tape. This will make processing your repair much easier and quicker; shortening turn-around time.

Please, feel free to make as many copies of this form as needed.

Use a shipping label to package and ship all of your repairs together. We are not responsible for any damage that occurs during shipping, so be sure to protect your radios by using bubble wrap, packing peanuts or paper to prevent damage during shipment.

Please send repairs to:

Radio Repair Depot
4424 Bragg Blvd.
Fayetteville, NC 28303

Thank you for choosing Amerizon Wireless!



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WIRELESS SOLUTIONS | THAT DRIVE YOUR BUSINESS

REPAIR DEPOT

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