



205 Technology Parkway  
Auburn, AL 36830

Phone 800-749-2761  
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# Service Request Form Headsets (non-warranty)

Our goal at CoachComm is to provide our customers with fast, efficient, quality service. The following information is **required** prior to any service being performed on equipment.

1. You must first obtain an RMA# by calling Customer Service at 800.749.2761 or email to [customer.service@coachcomm.com](mailto:customer.service@coachcomm.com)
2. Please complete the form below in its entirety and return to CoachComm either by fax (866-793-7378) or in the box with your equipment. Remember to pack your equipment **securely** in a box before shipping. CoachComm is not responsible for damage to incoming shipments. *Note: UPS or FedEx is preferred carrier due to U.S. Mail deliveries arriving later in the day at CoachComm.*

### Type of Request (mark one)

Maintenance Agreement (Extended Warranty):

This option is exclusively for headset communication systems. The following payment information is required prior to maintenance being performed on equipment. This option is not available for 01 and 02 model customers.

Out-of-Warranty Service:

The following payment information is required prior to any service being performed. CoachComm will notify you if the repair charges are in excess of \$500.00 (shipping included). If approval for maintenance is declined, a decline service charge/fee will be billed to you.

Description of problems/complaint: \_\_\_\_\_

**Bill To** \_\_\_\_\_ **Date Needed Back:** \_\_\_\_\_

Organization: \_\_\_\_\_ **RMA#:** \_\_\_\_\_

Contact: \_\_\_\_\_ Phone#: \_\_\_\_\_

Address : \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

E-Mail: \_\_\_\_\_

### Payment Options (please select one)

Check #: \_\_\_\_\_ Purchase order #: \_\_\_\_\_

*If paying by PO please provide a copy*

Credit Card (circle one)    MasterCard    Visa    American Express

Card Number: \_\_\_\_\_ Exp Date: \_\_\_\_\_

Name on Card: \_\_\_\_\_

**Ship To**  Check here if same as Bill To

Organization: \_\_\_\_\_

Contact: \_\_\_\_\_

Address (no PO Box for Ship To please): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ E-Mail: \_\_\_\_\_

### Signature Required for Authorization

I have read the Packaging Guidelines and acknowledge that CoachComm is not responsible for goods damaged in transit.

Sign: \_\_\_\_\_

**\*All maintenance agreements are warranted for a period of one year. \*All repairs are warranted for 60 days.**  
*Repairs will be done based on the problem/complaint described above. Any additional problems found with equipment once returned are not considered part of the 60-day repair warranty and will not be covered.*

*Thank you for choosing CoachComm!*