



205 Technology Parkway  
Auburn, AL 36830

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# Service Request Form Headsets (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.*

### Warranty Service:

CoachComm and Supplier warranties cover the parts and labor necessary to repair equipment along with any ground shipping costs incurred in the return of equipment back to the customer. CoachComm and our suppliers have the right to void any warranty in cases where abuse, acts of negligence, and /or acts of God are evident. An estimate of repair will be provided in these cases.

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

RMA#: \_\_\_\_\_

Date Needed Back: \_\_\_\_\_

### Ship 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!*