



Service Request Form

Sports Communication and Multimedia Products

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 emailing customer.service@coachcomm.com or by calling Customer Service at +1.800.749.2761.
2. Please complete the form below in its entirety and return it via email to customer.service@coachcomm.com or fax to +1.888.329.2658.
3. Remember, to prevent damage, **securely** and **carefully** pack your equipment in its original shipping box or other similar container before shipping. CoachComm is not responsible for damage to incoming shipments.

Battery Shipping Disclaimer: When shipping equipment to CoachComm that includes batteries, it is the shipper's responsibility to ensure that batteries are properly packaged, labeled, and shipped according to local and international guidelines. Refer to CoachComm's [Lithium-Polymer Battery Shipping Guidelines document](#) on our website for more information.

Note: FedEx or UPS are preferred carriers.

Section 1

Type of Request (select one)

Manufacturer's Warranty*: No charges for repair if under the original Manufacturer's or Extended Warranty, subject to warranty limitations. Shipping to CoachComm is not included. Return shipping via standard shipping is included. Expedited shipping available at additional charge.

Out-of-Warranty Service: The payment information in Sections 3 and 4 of this form is required prior to any servicing of your equipment. In order to properly troubleshoot and find all issues, we must make necessary repairs to fully test the equipment. After the repairs are made, you will have the option to purchase an Extended Warranty or pay for the labor and repairs.

IMPORTANT- For any equipment received between August 1st and October 31st for repair, the option to choose between repairs or warranty costs as stated above will be limited due to the high volume of repairs during the busy season and quick turnaround times between games. We will make one attempt to contact you by phone once the repair is complete. If contact is unsuccessful, we will proceed to ship and invoice your repaired equipment.

RMA #:

Desired Completion Date:

Please Note: Equipment will be repaired and shipped to you on a priority basis. Please plan your shipment to CoachComm to allow time for proper repair and shipment to meet your desired return date. From the day we receive your equipment, expect at least two days for repair.

Section 2

Please list equipment for repair in the table below. Please list only one item per line. If you require more room, please continue your list on an additional page.

IMPORTANT: Pliant will only be responsible for items listed on this form.

Model Number	Serial Number	Description of Complaint/Issue

table continued on next page...

Section 3

Bill To:
 Organization: _____
 Contact Name: _____
 Address: _____
 City, State, Zip: _____
 Phone: _____
 Email: _____

Ship To: Check here if same as Billing Information above.
 Organization: _____
 Contact Name: _____
 Address: (No PO Boxes) _____
 City, State, Zip: _____
 Phone: _____

Section 4

Payment Options (select one)
 Credit Card You will receive a link via email from CoachComm to fill out credit card information.
 Purchase Order #: _____
 (If paying by purchase order, please provide a copy.)
 Check #: _____

Section 5

Signature Required for Authorization
 I have read the Service Request form in its entirety and acknowledge that CoachComm is not responsible for goods damaged in transit.
 Signature: _____

205 Technology Parkway
 Auburn, AL 36830
 Phone 1.800.749.2761
 Fax 1.888.329.2658
 www.coachcomm.com

**The Original Manufacturer's Warranty period varies by equipment. Refer to your product documentation for specific details of your warranty period.*

Note: Unless otherwise stated, all repairs are warranted for 90 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 90-day repair warranty and will not be covered.