



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

# 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](mailto: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 to CoachComm in the box with your equipment. You may also return the form via email to [customer.service@coachcomm.com](mailto: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: UPS or FedEx are preferred carriers.*

## Section 1

Type of Request (select one)

- Manufacturer's Warranty/ Extended 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

To the best of your knowledge, please list equipment for repair in the table below. If you require more room, please continue your list on an additional page.

Model Number	Serial Number	Description of Complaint/Issue



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

# Service Request Form

(Sports Communication and Multimedia Products)

## 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 (check one)     Master Card     Visa     American Express

Card Number: \_\_\_\_\_  
 Exp. Date: \_\_\_\_\_  
 Name on Card: \_\_\_\_\_

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: \_\_\_\_\_

\*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.**

**Thank you for choosing CoachComm!**

Document Reference: D0000184\_C