

FAX TO 800-639-3650



49er Communications



REPAIR FORM

200 Commercial St. - Nevada City, CA 95959
Toll Free: 800-552-0707 Office: 530-477-2590 Fax: 530-478-9188
www.49ercom.com

Bill Account PO #

Full payment enclosed - check or money order payable to 49er Communications. No cash or C.O.D.'s please.

Charge total amount due to my:

VISA MasterCard Discover

CVV2 - 3 Digit Code

Expiration Date

Daytime Phone

Signature



Ship Radio Back To (No PO Boxes):

Billing Address:

Contact Information:

Tel:

Fax:

Email:

Do you want your confirmation worksheet faxed back or e-mailed? Faxed Emailed

Radio Information (Complete One Page Per Radio)

Model Number:

Serial Number:

List Accessories:

Warranty Repair? Yes No

If so Date Purchased:

Invoice #

There is a \$35 charge for each warranty repair if your purchased your radio from us after 90 days.

If you purchased your radio elsewhere there is a \$65 charge for us to process it.

Complaint: (Please be as specific as possible.)

SERVICE DEPARTMENT

You can expect fast turnaround and your radios fixed right the first time!

No surprises!

Our service department is unquestionably the nationwide best, featuring factory trained technicians, state-of-the-art facilities and million-dollar inventory. Whether you have a single radio needing programming or repair or many radios needing tuning and alignment service, 49er Communications is equipped to deliver the service you need, when you need it. To better serve you we have streamlined the cost and the process; for radios and minitor pagers out of warranty we offer a Flat service fee of \$145+ parts, that includes us picking up your equipment via UPS at the location of your choice, repairing it and shipping it back!

Our goal is to deliver your radio or pagers back to you in working tip top operational order, just as your received it when it was new.

EZ Radio Repair Process

1. Fill out one repair form per radio you need fixed
2. E-mail it to carol@49er.cc OR Fax it to 800-639-3650
3. We'll e-mail back a confirmation order worksheet or fax it if you prefer
4. Then simply print out the confirmation & put it in a box with the radio(s)
5. Drop off the box at the nearest UPS store or your UPS driver
6. We'll repair your radios within 10 days once we receive them, and ship them back to you.

Warranty Program:

Radios purchased from us that are under warranty also receive the convenience of EZ radio repair.

Please use the following steps:

1. Fill out one repair form per warranty radio you need fixed
2. E-mail it to carol@49er.cc OR Fax it to 800-639-3650
3. We'll e-mail back a confirmation worksheet and UPS label or if you prefer, fax it to you
4. Then simply print out the confirmation & put it in a box with radio(s)
5. Drop off the box at the nearest UPS store or your UPS driver
 - a. If it's a warranty repair, we'll fix your radios within 10-14 days once we receive them, and ship them back to you.

If your non-warranty radio is beyond economical repair there will be a minimum bench fee of \$67.50. Warranty repairs that need to go back to the factory have a longer turnaround time. Additional charge of \$50 per radio for Puerto Rico and Hawaii repairs, Canada still faxes over form in advance but upon receiving confirmation from us must ship their radio in to our facility, additional charge of \$15 applies.



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