



Priority One
483 Gray Rd.
Windham, ME 04062

Repair Authorization Form

800-797-0070 sales@p1bc.com
Fax: 207-894-7150

Visit: www.p1bc.com for detailed info

PLEASE PRINT CLEARLY!!

Company: _____

Phone: _____ **Fax:** _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Email address: _____

Contact Name: _____

Contact Extension# _____ **Cell Phone #:** _____

If we have an email address.....
We send emails when your order arrives and again when your order ships out with tracking details.
NO SPAM... EVER!

Other contact information / notes: _____

Your Purchase Order # If needed

Payment Choice:

Credit Card
Visa MasterCard AMEX Discover

NET 30
Must have account previously set up

Net accounts for installation companies, schools, government & companies with 100+ phones only.

Pre-Pay
Include check for total cost plus return shipping

Other

Credit Card #: _____

Person's Name on Card: _____

Exp Date: ____/____/____ **Validation #:** _____

Fax number or email REQUIRED with credit card payment

Email: _____

FAX: _____

Return SHIPPING preference (circle one)

UPS GROUND UPS 3-DAY UPS 2-DAY

UPS 1-DAY PRIORITY MAIL OTHER

**See instruction sheet for help choosing shipping

RUSH ORDER Rush my repair order for an extra fee of 10%
(See details on the instructions page. This offer is different than the RUSH option available for on-line orders)

Good problem descriptions are always important!

One completed form per phone please

You can use one problem description form for multiple items **IF**

- A) You are sending in multiple phones with the same problem
- B) You do not know what is wrong with each individual phone

Problem descriptions can also be post-it-notes taped to each phone, etc..

Examples of BAD problem descriptions

"DEAD" "BROKEN" "STATIC"

Examples of GOOD problem descriptions

"Dead - no lights, no display, no sounds. Constant! tried in several locations"

"Static is heard on the handset only, typically 10% of the time"

Equipment type / model / description:

Lightly tapping or shaking the item has the following effect: *(circle one)*

Unknown

No Effect

Problem temporarily goes away

Problem is aggravated

What is the frequency of the problem:

Constantly

Once per day

After warm-up _____ minutes _____ hours

Every few minutes

Once per week

Immediately upon power up

Once an hour

Once per month

Check all that apply and only those that apply. (Haphazardly marking problems *may* generate a testing fee.)

- Bad transmit from handset (they can't hear me)
- Bad receive to handset (I can't hear them)
- Bad transmit from speakerphone (they can't hear me)
- Bad receive to speakerphone (I can't hear them)
- Lights light up when they shouldn't*
- Lights do not light when they should*
- Buttons sticking down*
- Buttons not working*
- Buttons activating by themselves*
- LCD display not working properly
- Disconnects or hangs up when it should not
- Will not hang up or stays off-hook
- Can not answer ringing calls
- Phone does not ring when it should
- Bad headset jack port
- Bad handset jack

* List effected buttons or lights in detail area

*Describe problem in detail here:

Explain what was done to troubleshoot this problem: How many times did the problem occur? How long was it tested? How many different locations was it used in? How many different people noticed the problem?

NOTE: This form alone is NOT to be used for warranty issues! You MUST contact us before returning items for warranty work.

List of equipment being sent in for repair

Customer supplied forms are acceptable

| QTY | DESCRIPTION / PART # | PRICE (OPTIONAL) |
|-------|----------------------|---------------------|
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |

Please list any and all special requests below

- Replace ALL missing parts (price and availability varies)
- Replace missing handsets (\$9 with repair)
- Replace missing base stands (\$4-\$10)
- Replace missing button caps (10 to 25 cents each)
- Replace missing clear desi plastics (\$1-\$2, up to \$6 for some large or elaborate plastics)
- Replace worn, discolored, damaged plastic housings (price and availability varies greatly)

**Parts are only replaced
if and when available.**

Notes / Requests:

INSTRUCTIONS

SHIPPING

Ship your repair order to:

Priority One
Attn: Repairs
483 Gray Rd.
Windham, ME 04062

Include your packing slip and problem descriptions inside the box (at the top)

If you have chosen to pay for a RUSH order, write RUSH in large bold lettering on the outside of the box.

Use a box large enough for the equipment AND packing material around every item.

DO NOT SHIP IN BAGS, ENVELOPES OR EVEN PADDED SHIPPING BAGS! We receive empty bags on occasion!

Shipping time

Ground shipping services take 1-2 days for New England, (3-4 Days east of the Mississippi, 4-6 days west)

This does not include holidays or weekends

Priority Mail is a good choice for small packages or for faster shipments from the west coast. Shipping time is typically 1-3 days including Saturday. Shipping on Friday from the west coast almost always arrives here on Monday = overnight service at a fraction of the cost! Priority Mail handles packages safer than UPS and FEDEX ground services because they handle fewer boxes and there is less machinery involved.

Faster shipping such as UPS Blue 2-day service can get very pricey! You would be far better of selecting ground shipping and the optional RUSH repair service.

Turn Around Time

Our repair handling time varies depending on many factors. Typically for small orders of 1-5 phones you are looking at 1-2 weeks but can be more or less. If there is an unusual problem with one phone in your order this can delay return.

Status requests for hand filled work orders are difficult. On-line orders are much easier to look up status detail.

Please keep ALL status requests over email to give us time to locate your order. If you are in a hurry we can upgrade your order to RUSH service at any time. sales@p1bc.com

RUSH SERVICE

Phones are typically repaired in the order they arrive, however small orders take some precedence over larger orders. Also, while a tech is working on a certain model phone they may pick out other similar phones from further down the line.

Rush service puts your order to the back of the rush line. The rush line is placed in front of the regular line. Turn around time for RUSH orders is typically just 1-2 days for single phone orders. The exact turn around time will depend on how many RUSH orders arrive at any one time. If for some reason we are unable to provide you with timely repair service on an order we will most likely credit back any RUSH charges unless the delay was not something under our control such as delays or problems contacting the customer for questions or payment.

If you do not select RUSH service but then write RUSH on your paperwork or on the outside of the box we may (at our discretion) rush your order and charge the applicable fee. If you do not write RUSH on the outside of the box there may be a significant delay in opening your repair order however the order will still be rushed once it has been logged in.

PRICE

We have a discount for placing repair orders on-line. www.p1bc.com

The discount ranges between 5-15% or more depending on the quantity of items sent at one time.

Installation companies and very large customers with multiple business locations do not need to place orders on-line to receive a discount. Please contact a sales representative for questions: 800-797-0070

It can be helpful to provide a price per phone and a total price in your packing slip but this is not required. That way we know how much you expect to pay. If the total is significantly different we will contact you before processing payment. We will charge you the current published standard price for repair plus any extra requested items, along with the cost of return shipping and packing.