

Priority One Business Communications, Inc.

Warranty Repair RMA Form

To qualify for warranty work each item must have a RMA form. You can make copies of this form, you can fill it out on-line at (WWW.P1BC.COM/RMA/) , or you can call us at 800-797-0070

We need this information to insure that we can properly repair your telephone!

** Installers should cut this top section off and give the lower part to their customers **

IMPORTANT: This RMA form must be completely and correctly filled out to avoid testing and handling charges on warranty items. It is your responsibility to clearly and effectively explain the problem. Our warranty does not include testing to find a problem or determine if an item even has a problem.

If our technicians can not find the problem within a reasonable amount of time the item will be returned and a testing, handling and shipping fee *may* apply. If the problem description is too vague or the problem found is dramatically different then what is written in this form then a testing fee *may* apply.

Company name:

Contact person's name:

Warranty barcode number:

(white tag, 6 digit number starting with 1 or 5, or older silver tag, 6 digit number starting with 0)

Type / model:

Was this item tested in multiple locations with different cords and a different handset? YES NO

Note: If you do not test the unit in multiple locations then you have skipped a very effective tool in preventing delays, fees and aggravation!

Lightly tapping or shaking the item has the following effect:

Unknown No Effect Problem temporarily goes away Problem is aggravated

What is the frequency of the problem:

- | | | |
|--|---|--|
| <input type="checkbox"/> Constantly | <input type="checkbox"/> Once per day | <input type="checkbox"/> After warm-up _____ minutes _____ hours |
| <input type="checkbox"/> Every few minutes | <input type="checkbox"/> Once per week | <input type="checkbox"/> Immediately upon power up |
| <input type="checkbox"/> Once an hour | <input type="checkbox"/> Once per month | |

How long was the item in use before first noticing a problem? __minutes __hours __days __weeks

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

* 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?