



Customer Number: \_\_\_\_\_

Date: \_\_\_\_\_

## Expedited Equipment Request Form

Repair services are an available option for all locations still under their manufacture warranty. JTECH will repair all manufacture defective equipment received free of charge. At JTECH, we understand that operating without your equipment may be difficult. The expedited equipment request is a fee-based process that enables a location to receive system critical components in advance of returning their malfunctioning equipment. To request Expedited Equipment, please fill out the below information and email to [wecare@jtech.com](mailto:wecare@jtech.com). Note: NO equipment will be sent unless this form is signed and returned

Business/Company Name		Contact	
Address	City	State	Zip
Phone	Email		

Expedited Equipment Requests are ONLY available on system critical products. System Critical items include: - JTECH Charger Bases, Guest & Server Transmitters and LinkWear Hubs

Expedited Equipment Requests will be made with the following conditions:

- **Within 90 days of original purchase:** Expedited Equipment Request of JTECH transmitters, LinkWear hubs and chargers will be at no charge to the customer (shipping cost not included).
- **After 90 days of original purchase:** Expedited Equipment Requests will be charged a Service Fee (see below) plus shipping. For transmitters and hubs, all components must be returned – transmitter/hub, antenna & power supply. For chargers, only the base must be returned; power supplies must be purchased separately.

Products NOT available for Expedited Equipment Request: JTECH push button transmitters, discontinued items or, non JTECH products. Charging bases cannot be replaced using the Expedited Equipment program after one (1) year. Please contact support for your options

**Expedited Equipment Service Request: (please check one)**

<input type="checkbox"/> Transmitter, Hubs, Charger (within 90 days of original purchase date)	\$0.00
<input type="checkbox"/> Transmitter or Hub	\$149.00
<input type="checkbox"/> Integration Station (ISTATION) Transmitter	\$249.00
<input type="checkbox"/> Charger Base – less than 24 positions	\$40.00
<input type="checkbox"/> Charger Base – more than 24 positions	\$100.00

Part Number	Description of Problem	Quantity

Shipping costs apply to all Expedited Equipment Requests. All shipments will be shipped via UPS standard ground unless otherwise noted.  
Shipping Method Desired:  Ground  Second Day  Next Day  Next Day Saturday

**Expedited Equipment Request terms:**

1. All Expedited Equipment Request REQUIRE a valid credit card # for processing and the account must be in good standing.
3. All Expedited Equipment Request shipments will have a UPS Return Label included. It is the customer's responsibility to use the provided return label. If the return label is not used, the customer is responsible for returning all equipment to our factory within 30 business days in a traceable manner. A JTECH RMA Number must be clearly written on the outside packaging. If the equipment is not received within 30 days, your credit card will be charged for the unreturned product(s).
4. Upon receiving back your malfunctioning product, the item(s) will be inspected to determine the cause of the malfunction. JTECH An HME Company warranties do not cover liquid damage, physical damage or product that has been subjected to a power surge. If it is determined that the malfunction was caused by any of these things, the location will be responsible for the cost of the transmitter, hubs or charger.
5. Expedited Equipment Request items may be new, like new or refurbished.
6. Expedited Equipment Request fees are non-refundable.

*I am a fully authorized officer of the ordering company and have the authority to make this purchase and all commitments and promises contained herein. This signed order acknowledgement is acceptable and binding unless we receive written notification to the contrary or shipment has taken place whichever occurs first.*

Signature	Print Name	Date
Credit Card Number		
Name on Card	Exp Date	CVV Code