

## Motorola Radio & Charger - Warranty Repair Form

Please contact us at 800-321-6221 so we can determine if the product can be repaired or if replacement is necessary. Ship the malfunctioning equipment and this form to Jtech an HME Company. **You must include a copy of this form when returning defective product.**

**Ship to: Jtech an HME Company  
1400 Northbrook Pkwy, Ste 320  
Suwanee, GA 30024**

Please ship all equipment in a traceable manner (i.e. UPS Ground) and insure for replacement value. *JTECH, An HME Company is not responsible for packages lost in shipping. Proof of shipment is required for ALL disputes.*

Company Name		
Address		
City	State	Zip Code
Phone	Fax	
Contact	Email	

Radio       Headset/Earpiece       Charger

Date Code (Under Battery): \_\_\_\_\_



Description of Issue:

Shipping method:  GROUND    2ND DAY    OVERNIGHT    SATURDAY   **\*\*Additional cost will be applied for expedited shipping.\*\***

**Terms & Conditions:**

- By accepting receipt of the advance replacement equipment you agree to these terms and conditions.
- **ALL** correspondence **MUST** include this form.
- You are responsible for shipping malfunctioning equipment to Jtech an HME Company for repairs.
- All equipment is returned to you via ground shipping unless otherwise requested. Shipping expense is the customers' responsibility.

Limited Warranty: JTECH, AN HME COMPANY WARRANTS ("LIMITED WARRANTY") THAT REPAIRED OR REPLACEMENT EQUIPMENT WILL BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP UNDER NORMAL USE FOR A PERIOD EQUAL TO THE REMAINING TERM OF THE ORIGINAL WARRANTY GIVEN WHEN PURCHASED ("WARRANTY PERIOD"). JTECH, AN HME COMPANY RECOMMENDS THE USE OF A SURGE PROTECTOR WITH ALL EQUIPMENT. JTECH, AN HME COMPANY'S ENTIRE LIABILITY AND CUSTOMER'S SOLE AND EXCLUSIVE REMEDY WILL BE (A) REPAIR OR REPLACEMENT OF THE EQUIPMENT NOT MEETING JTECH, AN HME COMPANY'S LIMITED WARRANTY AND WHICH CUSTOMER RETURNS IN ACCORDANCE WITH JTECH, AN HME COMPANY'S RETURN PROCEDURES OR (B) AT HME'S SOLE OPTION AND DISCRETION, REFUND OF THE PRICE CUSTOMER PAID FOR SUCH EQUIPMENT. REPLACEMENT MAY BE WITH REFURBISHED EQUIPMENT. THIS LIMITED WARRANTY DOES NOT INCLUDE, AND JTECH, AN HME COMPANY WILL HAVE NO RESPONSIBILITY TO REPAIR OR REPLACE, BATTERIES, OR ANY EQUIPMENT DAMAGED BY ACCIDENT, ABUSE, MISUSE, WATER DAMAGE, POWER SURGE OR IMPROPER ELECTRICAL CONNECTION. ANY IMPLIED WARRANTIES ON THE EQUIPMENT, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. REPAIR OR REPLACEMENT NOT COVERED BY THE LIMITED WARRANTY WILL BE MADE, IF AVAILABLE, AT HME'S PRICES THEN IN EFFECT. THE LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY BY JURISDICTION.

**By signing below, I acknowledge and agree to the terms and conditions of this form and represent and warrant that I am authorized to enter into this agreement.**

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Customer Signature Printed Name Date