

ALTRONICS Inc Service Request Form

Please fill out this form completely and send it with your unit. If payment is not provided for, the unit WILL be returned UPS COD.

Ship your unit to:
ALTRONICS INC
1411 S. Roselle Rd
Schaumburg, IL 60193
Attn: Tech Dept

*****Please describe the problem you are having with your unit on the back of this form, also include any additional services or products you require*** Approximate lead time on standard service (update/calibration) is 1 week. Older and/or damaged systems may take longer.
*****Do NOT ship any packages collect, they will be refused*******

Return shipping address

Name _____
 Company _____
 Address _____
 City _____ ST _____ ZIP _____
 Phone _____
 Email _____

Please indicate your payment and shipping options in the space provide below.

- Credit Card** (fill out Credit Card section)
- Check** (Enclose check, made out to **Altronics Inc**, with this form)
- UPS COD** (add \$20.00 COD service charge)
- Other** _____

If payment is not enclosed or Credit Card can not be processed, the unit will be returned COD.

STANDARD SERVICE CHARGES

Model	Rate
PerformAIRE Non Paging/Handhelds	\$95
PerformAIRE Paging	\$135
REDALERT/O2ALERT	\$95
DataQuest/PowerQuest	\$135
Any system manufactured before 2012 <small>Systems built before 2012 may not be repairable</small>	\$250
For other systems please contact via email or telephone for cost.	

Warranty repairs will be shipped ground at no charge within 30 days of purchase (Invoice required). Charges include calibration/software update only. Charges do not include replacement parts or additional service. You will be contacted if fees exceed standard service.

To pay by **Credit Card**, complete this section:

MC ___ Visa ___ Amex ___ Discover ___

CC # _____

Exp. Date _____ Signature _____

Last 3 digits on back by signature (Amex on front) _____

Please verify this information. If the card cannot be processed the unit will be returned COD. No phone calls will be made.

To calculate your total, complete this section:

Enter the amount quoted for service

Enter Approx. Shipping charge here.

If you selected to pay by UPS COD enter the \$11.00 service charge here.

Add the 3 amounts. This is your Total.

Return Shipping Options:

Your unit will be returned to you via UPS

- UPS Ground** (add \$25.50)
- UPS Orange** (3 day delivery add \$43.00)
- UPS Blue** (2 day delivery add \$59.00)
- UPS Red** (1 day delivery add \$109.00)
- US Mail** (Typically less expensive for International)

Make your selections and add the cost to your quote.

(The above shipping charges are approximate and for inside the continental US only and based on a 3lb \$400 insured value)

- Repairs will be returned as quickly as possible via UPS Ground COD unless you have provided proper payment for the repair and shipping charges.
- The service charge listed is based on the assumption that the unit has not been physically damaged. You will be notified before work is completed if there is any additional amount needed to repair unit.
- Prefer Email Tech@AltronicsInc.com to check status. Contact your shipper to verify delivery.
- Remember to pack the unit to protect it on its way to us. Insure it for its replacement cost. We are not responsible for lost or damaged property in transit to us.

If paying by COD please note: UPS **does not** accept CASH. You must pay by Check or Money Order for UPS COD. UPS deliveries that are refused by you and returned to us **“for any reason”** will be held until full payment is received. Re-shipment will be made only after full payment is received including the additional shipping charges.

Check this box if you want shipment delivered without a signature request. By Checking this “no signature “ box you assume all responsibility for all lost or stolen shipments.

Note: Update or Repair services do NOT renew or extend Contingency Eligibility. RENEW form is required.

NOTE:

PerformAIRE trailer based systems: Unless there is an issue with the wind sensor it does not need to be sent in. Mounting post does not need to be sent in.

It is our top priority to get systems back to you ASAP! Especially during racing season, which can be a busy time for us. Therefore, we request that to help us provide the fastest service, that you contact us by email Tech@AltronicsInc.com to request status check or provide any other information on your system that is in for service.

There is no need to contact us to verify we received your system, please track your shipment via the shipping service you used to verify it has been delivered.

We will contact you if we have any questions on your system or if your system requires any service beyond the standard service.