

# NORTHEASTERN Communications Inc.

# Express Return Repair Request

7 Great Hill Road  
Naugatuck, Connecticut 06770-9926  
E-mail: customerservice@norcomct.net

Phone (203) 575-9008 • Fax (203) 753-1739

## Shipping / Contact Information:

Customer Name \_\_\_\_\_ Date \_\_\_\_\_

P.O. \_\_\_\_\_ (If required) Contact Name \_\_\_\_\_

Preferred Method of Contact: E-mail / Phone

Email \_\_\_\_\_ Phone \_\_\_\_\_

Return Via: Ship \_\_\_\_ or Pick up Naugatuck / Stratford (Circle one)

Bill/Ship Information on File \_\_\_\_ (Skip to accessory section if on file)

Street \_\_\_\_\_ Room/Unit \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

## Accessories Included:

Clip/ Holster \_\_\_\_ Antenna \_\_\_\_ Charger \_\_\_\_ Speaker-Mic \_\_\_\_ Battery \_\_\_\_

Accessories Not Listed \_\_\_\_\_

## Unit Information:

Model Name \_\_\_\_\_ S/N \_\_\_\_\_ Unit #/Name \_\_\_\_\_

## Nature of Failure: (One item must be checked. Check more than one if required)

Receive: Poor Audio \_\_\_\_ Poor Range \_\_\_\_ Intermittent \_\_\_\_ Bad Volume Control \_\_\_\_

No Page / No Alert / No Tone \_\_\_\_

Transmit: Poor Audio \_\_\_\_ Poor Range \_\_\_\_ Intermittent \_\_\_\_

General: Replace Case \_\_\_\_ Replace Clip \_\_\_\_ Dead \_\_\_\_ Check Operations \_\_\_\_ Problem Unknown \_\_\_\_

Other: \_\_\_\_\_

## Instructions:

Please complete and sign this form, place the defective unit in the pouch or a box, seal affix the enclosed Merchandise Return label and drop in any U.S. Postal Service mailbox. Please ensure adequate packing is used. Your unit will be repaired or estimated, per our normal terms and conditions, and returned back to you by the method specified above. Northeastern Communications, Inc. carries insurance for loss, which is strictly limited to \$500.00. Any additional insurance coverage you deem necessary must be obtained at your expense. Northeastern Communications, Inc. will not be liable for any damages, including any lost profits, lost savings, loss of life or other incidental, consequential or liquidated damages arising out of loss and/or loss of the use or inability to use this product, even if Northeastern Communications, Inc. or its employee has been advised of the possibility of such damages, or for any claim by any other party. An Express Return charge will be applied to the repair for use of this prepaid mail in service. (Pager pouch \$5.00/portable pouch \$7.50). Northeastern Communications, Inc. reserves the right to apply a surcharge for overweight/oversized parcels. Northeastern Communications, Inc. is not responsible for damage to units shipped with inadequate packing.

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Agreed and Accepted

"Serving your communication needs for over 40 years"



**MOTOROLA**

Authorized Radio System  
Specialist