

Ship to: L3HARRIS TECHNOLOGIES

12860 E. Lynchburg Salem Turnpike

Forest, VA 24551

Ph: 434-385-2811, Fax: 321-409-4394

Email: [PSPC\\_internationalcustomerfocus@l3harris.com](mailto:PSPC_internationalcustomerfocus@l3harris.com)

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**INTERNATIONAL REPAIR / WARRANTY REPLACEMENT REQUEST**

**PROCEDURE:**

A Repair Order Number is required for all repairs to be shipped to L3HARRIS Service Centers and helps us schedule work and improve our service. It is used for receiving, processing, tracking and shipping customer repairs/warranty replacements. **To obtain a Repair Order Number, this request must be sent through an attachment via E-Mail to: [PSPC\\_internationalcustomerfocus@l3harris.com](mailto:PSPC_internationalcustomerfocus@l3harris.com)**

DATE:

CALLER/CONTACT:

PHONE:

FAX#:

EMAIL ADDRESS:

CUSTOMER or L3HARRIS REFERENCE #:

SPECIFIC SYSTEM REQUIREMENTS:

SHIP COMPLETE: YES ☐ / NO ☐ TECHNICIAN CONTACT NAME:

QTY	L3HARRIS PART # or MODEL #	DESCRIPTION	SERIAL NUMBERS	CUSTOMER COMPLAINT / MALFUNCTION

WARRANTY YES ☐/NO ☐

☐ Estimate requested if over flat rate

(Applicable charge if estimate is rejected)

☐ Billable PO# \_\_\_\_\_

☐ Rush service requested: \$200.00 charge (USD)

Labor Charge Number: \_\_\_\_\_

Labor Charge Number: \_\_\_\_\_  
(For L3HARRIS Use Only)

SHIP TO ADDRESS:

BILL TO ADDRESS:

\_\_\_\_\_  
\_\_\_\_\_

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- **Do not return any items until receipt of your Pre-Approved Packing List.**
  - **Enclose a copy of this form in each crate of equipment returned for repair.**
  - **DO NOT INCLUDE ACCESSORIES WITH ITEMS FOR REPAIR.** This includes microphones, lanyards, antennas, batteries, mounting brackets, cabling, fans on PA's, filter assemblies, chargers, speaker microphones, etc. L3HARRIS is not responsible for lost accessories.
  - **IF WARRANTY STATUS IS DETERMINED TO BE INVALID**, an estimate will be provided when the evaluation determines that: 1) the unit is beyond repair; 2) repair charge is greater than the reasonable expectation for that unit; or 3) repair charge exceeds the flat rate. If estimate is declined, an evaluation fee will be assessed. The evaluation fee and/or the non-flat rate repair charge will vary depending upon equipment type. Go to <https://www.harris.com/solution/pspc-customer-service> for a Depot Repair Flat Rate list.
  - **FLAT RATE REPAIR ESTIMATES** include a 90-day warranty and are based upon reported defects at RMA issuance. A single flat rate quote covers a single condition. Upon unit receipt and evaluation, newly discovered repair requirements will be quoted prior to repair. Go to <https://www.harris.com/solution/pspc-customer-service> for a Depot Repair Flat Rate list.
  - When requesting status updates, please have the RMA number available. Maintain a copy of this form for your records.
  - All prices and products are subject to change without notice.

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### **International Repair/Warranty Replacement Request Instructions**

These instructions detail the information needed to complete the International Repair/Warranty Replacement Request. Please complete all blanks, except those marked as **L3HARRIS Office Use Only**.

These instructions detail the information needed to complete the Repair & Return Request form. Please complete all blanks.

- **DATE:** Date of Customer Request.
- **CALLER/CONTACT:** Person to be contacted if L3HARRIS has any questions of the Customer.
- **PHONE #:** Number where CONTACT person may be reached during normal business hours.
- **FAX #:** Number where CONTACT person may be faxed.
- **E-MAIL ADDRESS:** Address where CONTACT person may be E-mailed.
- **CUSTOMER or L3HARRIS REFERENCE #:** Reference number assigned by the customer to assist in tracking original order number.
- **SPECIFIC CUSTOMER REQUIREMENTS** Modified per, incorporated EN or AN, or any other necessary information.
- **SHIP COMPLETE:** Do you want all items shipped back in one shipment once repaired?
- **TECHNICIAN CONTACT NAME:** Name of technician that the Repair Center can talk to regarding technical faults.
- **WARRANTY** If you, the customer, believes these repairs to be warranty, put **Yes** in the blank.  
If you, the customer, knows that the warranty has expired put **No** in the blank.  
**L3HARRIS will make final determination of Warranty Status.**
- **QTY:** Number of units being requested on this line item.
- **L3HARRIS PART # or MODEL #:** Part number of device being requested. Example: 19D904797G5
- **DESCRIPTION:** Name of requested line item. Example: Power Amplifier
- **SERIAL NUMBERS:** List serial numbers of all items where applicable.
- **CUSTOMER COMPLAINT/ MALFUNCTION** Detailed description of what is wrong with each unit.
- **RUSH SERVICE** Check this box if two day expedited service is requested. The two day repair does not apply to shipping.
- **SHIP TO/BILL TO ADDRESS:** Both Addresses must be filled in, even if the request is a Warranty or Post Warranty service. This will enable L3HARRIS to properly track Repairs and Replacements.
- **WHEN SHIPPING BATTERIES** [US DOT Regulation 49CFR173.21\(c\)](#) - **CUSTOMER HAZARDOUS MATERIAL RETURN SHIPMENT LIABILITY**: U.S. domestic batteries being returned by ground or air must adhere to Federal Department of Transportation regulation 49 CFR 173.21(c); reference above link for detail. For additional packaging guidance, call the **DANGEROUS GOODS HOTLINE** 1-800-GO-FEDEX ext. 81 or the **USDOT HAZMAT Help Line** 1-800-467-4922 ext. 1. **Ground shipments require advice from the dangerous goods hotlines provided. In order to ship via air, the facility must be certified in accordance with Transportation Regulations for**

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**Lithium Batteries.** Additional handling charges and DOT fines may be assessed for batteries not packaged according to the above regulation.