REPAIR REQUEST



Please mail this form along with your radio(s) to:

Surplus Two Way Radios Attn: Repair Dept. 1516 S. Grand Ave. Santa Ana, CA 92705

All repairs are a flat rate, depending on the repair level. Please see Repair Price Sheet to determine your repair level. Once radios are repaired, they will be shipped back at no charge using our standard shipping method. Next day shipping is available for an additional fee.

Name:	Company:		
Address:	Phone:		
City, ST & Zip:	Email :		
Please select flat-rate repair level (per radio):* Repair Level 1 \$75 Repair Level 2 \$85	Shipping Selection: Standard (included) \$0 Pick Up (we'll notify you when ready) \$0		
Repair Level 3 \$95 Repair Level 4 (incl. Mobiles) \$125 Repeater Repair \$150 Cosmetic Refurbishment** *Please check off box if you are requesting a RADIO RECASE. We will conact you with the price based on the model of your radio.	Next Day (once repair is complete) TBD Other (please provide carrier name/account #)		
*In the event additional parts are needed beyond the selected repair level, we will contact you to obtain additional authorization. **Intrinsically safe, water submersible, and display model radios are an additional fee.			
Payment Selection: Credit Card (complete info below) NET Terms (account must already be set up) I authorize Surplus Two Way Radios, LLC to charge my credit card for unsure of the repair level, I authorize Surplus Two Way F	Radios, LLC to charge the minimum \$75 repair amount.		
Credit Card #:			
Exp. Date:	CVV #:		
Signature:			
*If name and/or billing address on card differ from above, please provide to our office.			
I have read, and agree to the terms and conditions of this contrac services related to the repair level of the listed equipment.			
Customer Signature:	Date:		

RADIO REPAIR FORM

Brand:Model #:		No Yes (must provide proof of purchase)
ACCESSORIES SENT IN WITH RADIO: Battery Belt Clip *Only send in accessories if they ma		Charger Other
ISSUE: No Transmit No Receive No Power / Dead Broken PTT Switch Display Issue	Poor Transmit Poor Receive Bad Battery Broken Case / Antenna Jack Refurbish (Cosmetic Only)	☐ Intermittent Transfer ☐ Intermittent Receive ☐ Intermittent Power ☐ Broken Volume / Channel Knob ☐ Other
RADIO INFORMATION: Brand: Model #:		No Yes (must provide proof)
ACCESSORIES SENT IN WITH RADIO: Battery Belt Clip *Only send in accessories if they ma		Charger Other
No Transmit No Receive No Power / Dead Broken PTT Switch Display Issue	Poor Transmit Poor Receive Bad Battery Broken Case / Antenna Jack Refurbish (Cosmetic Only)	☐ Intermittent Transfer ☐ Intermittent Receive ☐ Intermittent Power ☐ Broken Volume / Channel Knob ☐ Other
RADIO INFORMATION: Brand: Model #:	Under Warranty: Serial #:	No Yes (must provide proof)
ACCESSORIES SENT IN WITH RADIO: Battery Belt Clip *Only send in accessories if they ma		Charger Other
No Transmit No Receive No Power / Dead Broken PTT Switch Display Issue	Poor Transmit Poor Receive Bad Battery Broken Case / Antenna Jack Refurbish (Cosmetic Only)	☐ Intermittent Transfer ☐ Intermittent Receive ☐ Intermittent Power ☐ Broken Volume / Channel Knob ☐ Other

Tel: (714) 662-7433 Fax: (866) 906-3747