



Product Repair Checklist

To have your product serviced, please ship or bring it to an Icom Authorized Service Center. If you wish to have your product specifically serviced by Icom America, Bellevue WA office or one of its six Icom Service Centers, please utilize the following information and form.

Icom provides exceptional service and uses only genuine Icom parts for our repairs. The typical repair is completed within 7 to 10 business days of the receipt of a warranty product or upon approval of the estimate. If your product requires an estimate, you will be contacted by a service administrator. When having your product serviced by an Authorized Servicing Dealer, please contact them for any specific shipping instructions.

Non-Warranty

Products which are no longer eligible for warranty will be charged a minimum of one hour labor at \$84, plus the cost of any parts replaced. There is no extra charge for repair estimates unless the estimate is refused; in that case a half hour labor fee of \$42 will apply.

Please do not send payment with your product being serviced, as this is not an accepted payment method.

If you would like more information on pricing, or if you need Dealer or Government rates, you may contact our Service Administration Department at 1-800-306-1380.

Shipping Tips

Please be aware that Icom America will not be responsible for any impact/shipping damage that may occur during the shipping process, so pack your item as safely and securely as possible.

- Use a corrugated cardboard box and ample packing material (newspaper is not recommended as a packing material). Use original packing if available.
- Insure your package. Most carriers recommend a 3" barrier around the product to facilitate reimbursement if shipping damage occurs.
- Choose a carrier that offers package tracking or delivery confirmation.

• What to Pack:

Please include the following with your equipment:

- A copy of your bill of sale if you are unsure of warranty status.
- Include any accessory products associated with the problem you are experiencing, e.g. battery, microphone, cables, etc.
- **IMPORTANT:** Fill out and submit the "Repair Submission" form in its entirety. Servicing technicians utilize this information to quickly analyze and evaluate the problem.

NOTE: Please do not send external tuners, power supplies or additional accessories, if they are not related to the problem you are experiencing.

The following is additional information you will find useful throughout the repair process.

Check the Repair Status

You can check on the repair status by contacting the servicing facility, after the product has been received by our service centers.

To expedite the repair process, you can pre-authorize the repair servicing to a specific dollar amount on the "Repair Submission" form. If that amount is exceeded, one of our service administrators will contact you for further approval and explanation.

Repair Completion Time

If you receive a repair estimate, repair on your product will be on-hold until we have received instruction on how to proceed. All estimates are considered denied if there is no response via voice, voicemail or otherwise within 30 days of initial contact. The product will be shipped back to the customer and assessed a processing fee.

If the product is under warranty or if pre-approved payment has been provided, your repair will be processed immediately. Repairs will typically be completed within 7 to 10 business days. If you have provided an Emailing address, you will receive automated Email providing shipping information to track the return shipment back to you. Icom America, Bellevue office, returns all repairs via FedEx ground shipments. If you have specific shipping requirements or need to change information provided on the repair form, please contact the servicing center.

We hope that you find our service experience to be professional and courteous. Please contact us if you have any questions. To speak with a Service Administrator, please call 1-800-306-1380 Monday through Friday, 8:00 AM to 5:00 PM Pacific Standard Time. To correspond with us via e-mail, please send your message to: service@icomamerica.com.

Sincerely,

Service Administration
Icom America Inc.
www.icomamerica.com