

## Service Request Form

Please fill in one form for each unit returned for repair. Send form by e-mail

[Kundesenter@tcconnect.no](mailto:Kundesenter@tcconnect.no) to claim TCC repair number.

Do not send units to TC Connect without TCC repair number.

**(Missing or incorrect information will cause delays and may be charged up to NOK 500, - + VAT.)**

**TCC Repair no.**

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### Return Address Information

**Form is filled in electronically, if not possible please use capital letters**

Company name .....

Contact name .....

Return address .....

Postal code, city .....

Country .....

Tel. ....

E-mail .....

### Bill to Address

PO/RFQ no .....

Company name .....

Address .....

Postal code, city .....

Country .....

Invoice E-mail .....

E-mail .....

### Product information

Model/ Type .....

Serial # .....

ID/ISSI .....

### Symptoms

Dead	Battery/charging problem	No/ low reception	Does not log in
Display error	No Signaling	No/ low transmission	Cannot Read/ Program
No/ low Audio	No Squelch	No/ low reception	Error Code: .....

Damage (please select one):

PHYSICAL

LIQUID

CHEMICAL

CONTINOOUS

INTERMITTENT

**Please do NOT send accessories unless related to the failure of the equipment**

Headset    Battery    Control Head    Clip    Micro    Antenna    Other: .....

Description: .....

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### Repair Address

**NB! Total number of units shipped must be applied to the package.**

TC Connect AS  
Service  
Sandstuveien 70  
0680 Oslo  
Norway

### Question?

Please contact by email

[Kundesenter@tcconnect.no](mailto:Kundesenter@tcconnect.no)

You can find this form here:

<https://netbutikk.tcconnect.no/dokumenter>

### Warranty or service

#### Warranty

12 month warranty from date of purchase. Copy of invoice must be attached! If invoice is presented to claim warranty after payable service is completed, an administration fee of NOK 500, - + VAT will be charged.

#### Service and Inspection

#### Quote

Please send estimated repair price (Price NOK 350,- + VAT and return shipment cost, if beyond repair or no repair needed.)

#### DOA, dead on arrival.