UR UnitedRadio

REPAIR · SERVICE · SUPPORT

# SHIP-IN REPAIR FORM

Complete & return with your defective unit · **See reverse for where to ship**

## 1 CONTACT INFORMATION

**Date:**

**Your account #:**

**Company name:**

**Phone:**

**Contact name:**

**Contact email:**

**Bill-to address:**

**Return ship-to address** (if different)**:**

**Your customer's name:**

**Your reference #:** ☐ RO ☐ PO ☐ Case #

## 2 PAYMENT METHOD

- ☐ Call for credit card #
- ☐ Credit card on file
- ☐ COD (add'l charge applies)
- ☐ Bill our account
- ☐ Manufacturer warranty*

*Please include a Bill of Sale for all consumer equipment under manufacturer warranty.

## 3 RETURN SHIPPING

- ☐ Next Day AM
- ☐ Next Day Anytime
- ☐ Second Day
- ☐ Regular Ground

Out-of-warranty shipping costs dependent upon equipment type and size; please call for prices. Return shipping costs do not apply to in-warranty consumer equipment.

## 4 REPAIR QUOTE

- ☐ Pre-approved up to $ _____ *
- ☐ Call with estimate
- ☐ Email with estimate

Estimates go to the contact email above.
*A UR rep will contact you if left blank.
Units with a flat rate are not eligible for an estimate.

## 5 EQUIPMENT & DEFECT

☐ Radio / infotainment ☐ Navigation ☐ Amplifier ☐ Instrument cluster
☐ Land mobile / two-way ☐ Home electronics ☐ Control module / camera ☐ Other

**Radio – trouble is in:** ☐ AM ☐ FM ☐ Tape ☐ CD ☐ Nav ☐ Amp ☐ Other

**Cluster – trouble is in:** ☐ Speedo ☐ Tach ☐ DIC ☐ Shift ind. ☐ Gauge ☐ Odometer ☐ Trip

**Mileage:**

**VIN:**

**Make / brand:**

**Model / part #:**

**Serial #:**

**Defect** (please describe in detail)**:**

**Anti-theft code / password:**

**Media / accessories included?** ☐ Yes ☐ No

**If yes, list media / accessories:**

**Condition of unit** (scratches, dents, etc.)**:**

**Consumer & LMR repairs:** track status at unitedradiocomm.com/RepairStatus
United Radio is not responsible for media or accessories.

UnitedRadio

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# ELECTRONICS REPAIR, DONE RIGHT.

From your vehicle to your living room, from entertainment to safety, we repair the equipment you depend on — and get it back to you working like it should.

**01 Diagnosis**
Pinpoint the fault, then explain it plainly.

**02 Repair**
Component-level fixes, not just swaps.

**03 Testing**
Every unit bench-tested before it leaves.

**04 Return to Service**
Back in your hands, ready to use.

## WHAT WE SERVICE · AND WHERE TO SEND IT

Vehicle · Home · Communications

### Radio & Infotainment
OEM and aftermarket head units, touchscreens and control panels.

SHIP TO **Ford factory A or B* · Clarion/Panasonic B · Other factory equipment C · Aftermarket D**

### Instrument Clusters
Gauges, displays, backlighting and mileage setting.

SHIP TO **All factory instrument clusters A**

### Amplifiers
OEM and aftermarket.

SHIP TO **Ford factory A or B* · Clarion/Panasonic B · Other factory equipment C · Aftermarket D**

### Navigation
In-dash factory navigation display systems.

SHIP TO **Ford factory A or B* · Clarion/Panasonic B · Other factory equipment C**

### Land Mobile & Two-Way Radio
Mobile, portable and base-station units.

SHIP TO **All LMR ship-in repairs D**

### Home Electronics
Receivers, amplifiers, video projectors and accessories.

SHIP TO **All aftermarket consumer equipment D**

### Control Modules & Vehicle Cameras
BCM, TIPM, powertrain modules, climate controls and backup cameras.

SHIP TO **All control modules & vehicle cameras D**

***Ford factory units:** customers in AL, AR, FL, GA, KY, LA, MO, MS, NC, SC, TN or TX ship to **B**; all other states ship to **A**.

**A — Automotive**
East Syracuse, NY
**5717 Enterprise Parkway**
**Dock 26**
**E. Syracuse, NY 13057**

**B — Automotive**
Peachtree City, GA
**780 Highway 74 South**
**Peachtree City, GA 30269**

**C — Automotive**
East Syracuse, NY
**5705 Enterprise Parkway**
**E. Syracuse, NY 13057**

**D — Consumer & LMR**
East Syracuse, NY
**5717 Enterprise Parkway**
**Dock 14**
**E. Syracuse, NY 13057**

**Automotive (A, B, C):** 315.446.5570 · 800.448.0944 · automotive@unitedradio.com
**Consumer & LMR (D):** 315.446.8700 · 800.634.8606 · customerservice@unitedradio.com
**Need a different service?** Email partsinquiry@unitedradio.com and your Service Partner will contact you with options.

CALL
**800-448-0944**

ONLINE
**UnitedRadio.com**

HOURS
**8am–8pm M–F**

B2B REPAIR & EXCHANGE
**MyURDS.com**

EBAY STORE
**UnitedRadio1923.com**

PARTS SALES
**URDistribution.com**