

JR Americas Service Repair Form

JR Radios and Radio accessories are warranted against manufacturer defects for 1 year from original date of purchase. Warranties are for the original owner, and are not transferrable.

JR Americas does not offer repairs on items that were purchased from a non-authorized JR Americas Retailer. This includes both warranty and non-warranty repairs. JR Americas distribution territory includes North America, South America and the Caribbean.

It is important to confirm that you are buying from an authorized JR dealer to insure warranty coverage on your equipment. Dealers including but not limited to Hobby King and RC Japan for examples are not JR Americas authorized dealer, therefore service on JR products purchased from these vendors is not offered. Items sent to JR Americas service and determined to be purchased from non-authorized JR Americas dealers will be returned in non-repaired condition, at the customers expense.

Customer Information

First Name: _____

Last Name: _____

Phone: _____ Email: _____

Billing Address

Street: _____

City: _____

State: _____

Zip Code: _____

Country: _____

Note: Repair/warranty orders with an item value exceeding \$250 will be shipped back to you "signature required". If you are not available at your billing address during normal business hours, please provide us with an alternate shipping address (work, etc).

Shipping Address

Street Address: _____

City: _____

State: _____

Zip Code: _____

Country: _____

Type of Repair:

Warranty: _____

Non Warranty: _____

For Warranty Repairs

Name of Retailer where item was purchased: _____

Purchase Date: _____

Current Date: _____

A copy of your original purchase receipt **MUST** be included for all warranty repairs.

Note: If an item sent for repair under warranty is deemed to not be covered under warranty, customer will be notified before any non-warranty repairs are performed.

Items Included for Servicing

Please include an itemized list of the items included with this shipment

Part Number	Description	Quantity	Problem/Issue
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Additional Information

Please provide us with as much information as possible regarding the problems you have experienced, as this greatly helps our technicians to replicate and diagnose needed repairs.

Would you would like to be contacted via e-mail for an estimate of repair costs before repairs are performed: Yes _____ No _____

Please note that if yes is selected, customer is liable for standard labor rates for the time required to develop the estimate, even if the customer declines the repair. If repair is declined, customer is also liable for return shipping costs.

Estimate requests can also sometimes add addition time to standard repair time.

Repair items that remain in the JR Service Center for more than 90 days without payment or response from the customer will be considered as abandoned, and will be disposed of at JR Americas discretion.

Signature

I hereby authorize JR Americas to perform needed repairs to the equipment listed above, and to contact me as needed during the normal course of repairs for additional questions and payment information.

Signed _____

Shipping Address and Information

When sending your JR equipment to JR Americas, we recommend that you insure the merchandise and ship via a common carrier (such as UPS or Federal Express) that includes an automated tracking system. Merchandise lost in transit is the responsibility of the customer. Upon completion, your repair will be returned to you via the carrier of our choice. Warranty repair return shipping is covered by the warranty. All other shipping is charged at the time of the repair. Expedited shipping is available for additional fees.

Please ship your repair to us at:

JR Americas Service Center

2710 N Mattis Ave

Unit E

Champaign IL 61822

service@jramericas.com

217-352-7959