



DATE: \_\_\_\_\_

## CUSTOMER PRODUCT REPAIR FORM

(PLEASE PRINT THIS FORM OUT, FILL IN THE BLANKS, AND PUT IT IN THE BOX WITH YOUR PRODUCT BEING RETURNED)

NAME: \_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

COUNTRY: \_\_\_\_\_

DAYTIME TELEPHONE: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

PRODUCT MODEL NUMBER: \_\_\_\_\_

PRODUCT SERIAL NUMBER: \_\_\_\_\_

WHATS THE PROBLEM:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

IS THIS A WARRANTY REPAIR? YES / NO

(IF WARRANTY REPAIR PLEASE INCLUDE A COPY OF SALES RECEIPT)

DO YOU WANT AN ESTIMATE FOR REPAIR FIRST ? YES / NO

Note: All Non-Warranty Repairs are a Minimum Charge of \$95. This includes units sent in for repair estimates only, and not ultimately repaired.



DATE: \_\_\_\_\_

**Shipping Instructions:**

**What to put in the box when shipping your product in for service:**

Please include a copy of the Customer Product Repair Form in the Box with your product being sent in for service. If the product is under Warranty please include a photocopy of the original purchase receipt.

We recommend shipping products insured through a carrier like UPS. Pack the product in a sturdy box with several inches of quality packing material on all sides so there is no movement during the shipment. Please only send equipment you wish to have repaired. Keep records of the shippers tracking number, product model number, and the serial number should you need to refer to them.

Shipping label

**From:**

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**Ship To:**

**SI-TEX Marine Electronics  
25 Enterprise Zone Drive, Ste #2  
Riverhead, NY 11901**