



**RETURN AUTHORIZATION FORM**  
**RMA# \_\_\_\_\_**

SHIP TO: TWO WAY DIRECT  
 RMA# \_\_\_\_\_  
 3262 GREY HAWK COURT  
 CARLSBAD, CA 92010

SALES ~ SERVICE ~ PARTS ~ RENTALS

888-742-5893 (PHONE)  
 877-694-6603 (FAX)  
[SUPPORT@TOWAYDIRECT.COM](mailto:SUPPORT@TOWAYDIRECT.COM)

\*\*\*DO NOT SEND IN PRODUCTS WITHOUT AN RMA#. AFTER RECEIVING AN RMA#, FAX OR EMAIL THIS FORM AND INCLUDE A COPY INSIDE THE BOX.\*\*\*

DATE: \_\_\_\_\_ CONTACT: \_\_\_\_\_  
 COMPANY: \_\_\_\_\_ PHONE: \_\_\_\_\_  
 SHIP TO ADDRESS: \_\_\_\_\_ EMAIL: \_\_\_\_\_

MODEL NUMBER	SERIAL NUMBER	Out of		DESCRIPTION OF PROBLEM
		Warranty	Warranty	

\*Please do not return any used Acoustic Tubes or Eartips from any headset; for sanitary reasons these will be discarded and not replaced. These items are not covered under warranty.

**If radios are out of warranty, repair prices are as follows:**

- Level 1 (\$115):** Includes most 1-2 watt business two-way radios.
- Level 2 (\$145):** Includes 4-5 watt commercial grade radios without a LCD display.
- Level 3 (\$155):** Includes 4-5 watt commercial/professional radios with display.
- Level 4 (\$170):** Includes 4-5 watt commercial/professional high tier analog or digital portable/mobile radios.

\*Front Panel Recase and Programming not included in Repair Service. Pricing is subject to change depending on model and actual repairs needed after evaluation. Evaluation of products is the sole discretion of Two Way Direct, Inc. Should the product be DOA or manufacturer defect, it will be replaced. If it is deemed abused or broken by everyday usage, a replacement or repair cost shall be incorporated. An estimate with repair costs, applicable shipping charges and/or taxes will be sent for approval prior to any work done. Failure to respond after 60 days will result in the items being sent back unrepaired.

CUSTOMER SIGNATURE: \_\_\_\_\_ Date: \_\_\_\_\_  
 PRINTED NAME: \_\_\_\_\_

\*\*\*THIS FORM IS NOT A CONFIRMATION OF RECEIPT OF PRODUCT\*\*\*