



Vertex Standard
Repair Request Form
 7201-A Intermodal Drive, Louisville KY 40258
 1-800-283-7839 or 1-847-725-4850

Customer Information	
Customer ID Number	
Ship To Address	
Bill To Address	
Equipment Information	
Model Number / UPC	
Serial Number	
Firmware Version	
Is unit Intrinsicly Safe (IS)?	
Is unit encrypted (secure)? If yes, provide encryption type?	
Accessories* (Do not send unless related to issue / failure)	
<small>* Vertex Standard does not repair accessories. Within the standard warranty period, accessories can be replaced by contacting the Customer Service Call Center at 1-800-283-7839 or 1-847-725-4850</small>	
Equipment Issue	
Equipment Problem (Symptom)	
Billing Information	
Select from the following payment options:	
<i>Warranty (Provide Proof of Purchase)</i>	
<i>Reservice (Bouncer)</i>	
<i>Out Of Warranty (Select from the below)</i>	
<i>Flat Rate - Portables / Mobiles</i>	
<i>Flat Rate - P25 Portables / P25 Mobiles</i>	
<i>Flat Rate - Base Station / Repeaters / HF Transceivers</i>	
<i>Time & Material (Only for Physical, Liquid, Chemical Damage)</i>	
If damage is identified, select from the following:	
<i>Estimate</i>	
<i>Do Not Estimate (Return Unrepaired)</i>	
If billing is applicable, select from the following:	
<i>Vertex Standard Account</i>	
<i>Credit Card</i>	Do not document credit card information on form. Call 1-800-283-7839
<small>TERMS & CONDITIONS: By sending equipment to Vertex Standard, Customer authorizes Vertex Standard to bill Customer at the Vertex Standard's prevailing rates for service (or, if applicable, the estimate fee provided to Customer) provided on the equipment (unless such equipment is covered under a Vertex Standard warranty. The terms and conditions for such service shall be the Vertex Standard's standard terms and conditions for such service. If Customer has sent in a purchase order, then the Vertex Standard's standard response to common purchase order terms and conditions shall apply, instead of the terms and conditions on the purchase order. In no event shall terms and conditions on a Customer purchase order apply. By permitting this equipment to be sent to Vertex Standard for service, Customer affirms that the sender is authorized to do so in accordance herewith. Customer shall be bound by the terms of this Repair Request Form (RRF) whether or not this RRF is signed. Customer understands that, should equipment be returned unrepaired, the sender will be charged an estimate or handling fee if applicable.</small>	