

Kirkland Repair Depot Non-Warranty Charges

Products, which are no longer eligible for warranty, will be charged a minimum of one-hour labor at \$92.40, plus the cost of any parts replaced. There is no extra charge for repair estimates unless the estimate is refused; in that case a half hour labor fee of \$46.20 will apply.

Please do not send payment checks or include check payments with you product being serviced, as this is not an accepted payment method.

If you would like more information on pricing, or if you need Dealer or Government rates, you may contact our Service Administration Department at **1-800-306-1380**.

Check the Repair Status

You can check on the repair status by contacting the specific servicing facility that has the radio.

To expedite the repair process, you can pre-authorize the repair servicing to a specific dollar amount on the "Repair Submission" form. If that amount is exceeded, one of our service administrators will contact you for further approval and explanation.

Repair Completion Time

Repairs will typically be completed within 7 to 10 business days depending on the service center's current volume.

Your repair will be processed faster if pre-approved payment has been provided or if the product is under warranty, as we won't take valuable time attempting to get estimates approved. You will receive an automated Email providing shipping information to track the return shipment back to you, as long as you have provided an email address. Icom America, Bellevue office, returns all repairs via FedEx ground shipments. If you have specific shipping requirements or need to change information provided on the repair form, please contact the servicing center.

If you receive a repair estimate, repair on your product will be on-hold until we have authorization to repair or not. If an estimate has not been responded to within 30 days of the initial contact, e.g. voice, voice mail or otherwise, the estimate will be considered denied and the product will be shipped back to the customer, including a processing fee.

We hope that you find our service experience to be professional and courteous. Please contact us if you have any questions. To speak with a Service Administrator, please call 1-800-306-1380 Monday through Friday, 7:30 AM to 4:30 PM Pacific Standard Time



First in Communications

Service Bulletin – Fee Structure

Icom America (Kirkland, WA) Service Fees are increasing as of 1 July 2014. Our Customers having service repair completed at our Kirkland Office will see an increase in service charge invoicing reflected in 3 possible areas:

- **Labor:** Retail: \$92.40 per hour
 - 1 Hour Minimum
 - ¼ hour charge beyond that (if required)

- **Declined Estimate Fee:** \$46.20

- **No Problem Found Fee:** \$46.20

These increases will be applied to all levels of service.

If you have questions, please contact Service Administration @ **1.800.306.1380**

Thank you for your patronage and support.

Sincerely,

Service Administration
Icom America Inc.
www.icomamerica.com