



Repair Request Form

INSTRUCTIONS:

1. Complete and sign this form. Fax completed to 916-928-1005. You'll receive an email or fax with an RA number that you'll need to include with your repair request.
2. Please include completed form in the package with your item to be repaired. **DO NOT INCLUDE ANY ACCESSORIES SUCH AS POWER PACKS OR CABLES.**
3. Please clearly write "RA" or "Repair Department" on the package.
4. Ship equipment to: *TSYS Acquiring Solutions – POS Systems & Services
1534 North Market Boulevard
Sacramento, CA 95834
800-686-1999*
5. Repairs will be completed within 10 business days.

WARRANTY POLICY:

For new equipment deployed by TSYS, we honor the OEM warranty. For refurbished equipment, we offer a one-year warranty. Warranty items may be exchanged for a fully refurbished product of the same make and model to ensure delivery of your product.

SHIPPING NOTE: We strongly recommend you ship your equipment via a carrier such as Federal Express, UPS or DHL in order to track your package if needed. TSYS Acquiring Solutions – POS Systems & Services is not responsible for packages that are lost or damaged in transit.

BILLING AND RETURN SHIPPING INFORMATION		
BILL TO: (Please list full name)	SHIP TO:	
Contact:	Contact:	
Address:	Address:	
City/State/Zip	City/State/Zip	
Phone:	Phone:	
Fax:	Fax:	
Email:	Email:	
Return equipment via UPS: <input type="checkbox"/> Next Day Air <input type="checkbox"/> Second Day Air <input type="checkbox"/> Third Day Air <input type="checkbox"/> Ground		
Equipment Model *	Serial Number	Description of Problem
Additional Comments		

* Effective 4/15/08, non PCI Compliant pin pads will no longer be accepted for repair and encryption. Non PCI compliant terminals will be accepted for repair, but will not be encrypted.

Authorized Signature: _____ Date: _____

Please make a copy of this form and keep it for your records.