



205 Technology Parkway
 Auburn, AL 36830 USA
 www.plianttechnologies.com
 Phone +1.334.321.1160
 Toll-Free 1.844.475.4268 or 1.844.4PLIANT
 Fax +1.334.321.1162

Service Request Form

Pliant Professional Products – Tempest (Clear-Com®)

Our goal at Pliant is to provide our customers with fast, efficient, quality service. The following information is **required** prior to any service being performed on equipment.

1. You must first obtain an RMA# by emailing customer.service@plianttechnologies.com or by calling Customer Service at +1.334.321.1160 or toll-free at 1.844.4PLIANT (1.844.475.4268).
2. Please complete the form below in its entirety and return it via email to customer.service@plianttechnologies.com or fax to +1.334.321.1162 or 1.844.475.0523.
3. Remember, to prevent damage, **securely** and **carefully** pack your equipment in its original shipping box or other similar container before shipping. Pliant is not responsible for damage to incoming shipments.

Battery Shipping Disclaimer: When shipping equipment to Pliant that includes batteries, it is the shipper's responsibility to ensure that batteries are properly packaged, labeled, and shipped according to local and international guidelines. Refer to Pliant's [Lithium-Polymer Battery Shipping Guidelines document](#) on our website for more information.

Note: FedEx or UPS are preferred carriers.

Section 1

Type of Service Request

Out-of-Warranty
Service:

The payment information in Sections 3 and 4 of this form is required prior to any servicing of your equipment. Pliant will notify you if the repair charges exceed \$500.00 (shipping included). In the event that you decline the suggested repairs, you will be charged a flat rate fee of \$115 for inspection/declined service. Specify return shipping method in Section 3 of this form.

RMA #:

Desired Completion Date:

Please Note: The repaired items ship as soon as possible, depending on the quantity and complexity of necessary repairs.

Section 2

Please list equipment for repair in the table below. Please list only one item per line. If you require more room, please continue your list on an additional page.

IMPORTANT: Pliant will only be responsible for items listed on this form.

Model Number	Serial Number	Description of Complaint/Issue



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Section 3

Bill To:

Company Name: _____
 Contact Name: _____
 Address: _____
 City, State, Zip: _____
 Country: _____
 Phone: _____
 Email: _____

Ship To: Check here if same as Billing Information above.

Company Name: _____
 Contact Name: _____
 Address: (No PO Boxes) _____
 City, State, Zip: _____
 Country: _____
 Phone: _____

Economy Shipping

Expedited Shipping

Shipping Account Number: _____

FedEx

UPS

Shipping Account Address: _____

Section 4

Payment Options

Credit Card (check one)

Master Card

Visa

American Express

Card Number: _____

Exp. Date: _____

Name on Card: _____

3-Digit Card Security Code: _____

Purchase Order #: _____

(If paying by purchase order, please provide a copy.)

Wire Transfer



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Section 5

Signature Required for Authorization

I acknowledge the following policy for authorizing Pliant to perform repairs on my equipment: The above Customer requests Pliant Technologies, LLC (Pliant) perform the above-noted service and/or repair work on Customer's Tempest wireless intercom product(s) described above ("Tempest Product(s)"). Pliant is the original manufacturer of the Tempest Product(s). Some Tempest Product(s) were sold to Customers by Clear-Com LLC. Clear-Com LLC is a separate entity and has no corporate affiliation with Pliant. By signing this form, the Customer is acknowledging that they are aware that Pliant and Clear-Com, LLC are not affiliated. In addition, the Customer acknowledges their right to contact Clear-Com for any repairs or service covered by any Clear-Com warranty to Customer, but is hereby waiving that right and requesting service from Pliant. The Customer hereby requests Pliant to perform the above-described service and/or repair work, regardless of whether the Tempest Product(s) are in warranty from Clear-Com, and Customer understands that the requested work is not covered by any warranty issued by Pliant to Customer and will be billed at the prevailing rates. If the repair is estimated to be over \$500.00, Pliant will contact the Customer for approval before completing the service/repair. In the event that you decline the suggested repairs, you will be charged a flat rate fee of \$115.00 for inspection/declined service.

I have read the Service Request form in its entirety, and I acknowledge that a.) Pliant is not responsible for goods damaged in transit and b.) Pliant Technologies, LLC is not affiliated with Clear-Com LLC.

Signature: _____

Note: Unless otherwise stated, all repairs are warranted for 120 days. Repairs will be done based on the problem/complaint described above. Any additional problems found with equipment once returned are not considered part of the 120-day repair warranty and will not be covered.