



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

Our goal at Pliant Technologies, LLC 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 Request (select one)

- Manufacturer's Warranty*:** No charges for repair if under the original Manufacturer's Warranty, subject to warranty limitations. Please include a copy of your proof of purchase with the item. Shipping to Pliant is not included. Return shipping via standard shipping is included. Expedited shipping available at additional charge.
- 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



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

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 (select one)

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.)

Check #: _____

Wire Transfer



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

Section 5

Signature Required for Authorization

I have read the Service Request form in its entirety and acknowledge that Pliant Technologies, LLC is not responsible for goods damaged in transit.

Signature: _____

*The Original Manufacturer's Warranty period varies by equipment. Refer to your product documentation for specific details of your warranty period.

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.