

## REPAIR REQUEST FORM – TRACK COMPONENTS

Please fill out this form completely, and send it in with your item to be repaired. If payment is not provided, the unit will be returned to you UPS COD.

Ship your repair to: Portatree Timing Systems

Via UPS:  
594 Blackstone St.,  
Uxbridge, MA 01569

Via US Mail:  
PO Box 206,  
Uxbridge, MA 01569

\*\*\*Please describe in detail on the attached sheet the problem(s) that you are having with the item(s).\*\*\*

DAYTIME PHONE # \_\_\_\_\_

EMAIL \_\_\_\_\_

Shipping address:

Name \_\_\_\_\_

Company/Track \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Check here if billing address is the same

Billing address:

Name \_\_\_\_\_

Company/Track \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Please check payment Type:

- Credit Card (Fill out Credit Card section below)  
 UPS COD (US Only) – Cashier’s Check or Money Order ONLY  
If Credit Card cannot be processed, unit will be returned COD. COD fee is \$10. Portatree does not accept Personal Checks.

MasterCard \_\_\_ Visa \_\_\_ American Express \_\_\_ Discover \_\_\_

CC# \_\_\_\_\_

Exp. Date \_\_\_\_\_ CVV # \_\_\_\_\_

Signature \_\_\_\_\_

Return Shipping Options:

Your unit will be returned to you via UPS Ground. You will receive a UPS tracking # via Email. You can upgrade the shipping method as follows:

- UPS Orange (3 Day Air)       US Mail Express Priority  
 UPS Blue (2 Day Air)  
 UPS Red (1 Day Air)

Checking any box will authorize additional charges. Cost will be determined by weight & insurance.

### IMPORTANT:

- The minimum price for any repair is \$50. Any additional parts or labor for repair will be additional.
- To avoid additional shipping and handling charges, send only the item to be repaired or tested - No Carry Cases, AC Adaptors, etc.
- Please remove batteries from unit when shipping.
- Remember to pack the unit to protect it during shipping. Insure it for replacement cost. We are not responsible for lost or damaged property in transit to us.
- If paying by COD, please note that UPS does not accept CASH. You must pay Cashier’s Check or Money Order. Any refused deliveries by you and returned to us for any reason will be held until we hear from you. Reshipment will be made only after full payment is received inc. the additional shipping charges.
- Repairs can take up to 2 weeks once received at our facility. If this is an urgent repair, please tell us. Additional charges may be incurred.
- Any repair of equipment not paid for within 90 days of completion will become the property of Portatree.
- Email: [info@portatree.com](mailto:info@portatree.com)  
Tech Dept: (508) 278-2199 Ext. 508

To calculate your minimum total, complete this section:

Minimum repair cost \$50

Repairs generally charged by the hour - \$75/hr.

Minimum UPS Ground (within \$20  
the continental US)

If you selected UPS Orange, Blue or Red, or US Mail Express Priority, additional charges will apply.

If you selected to pay by UPS COD (US Only), \$   
enter \$11.00 service charge here.

Add the 3 items above. This is your \$   
Minimum Estimated Total.

We will contact you via email if the cost goes over a certain amount. Enter that amount here. \$

Check this box if you want return shipment delivered with a signature request.

**Please list each individual item being sent in.**

**Please write a detailed description of the problem(s) you're having with the item(s).**