

Please use this form when sending your Polar Heart Rate Monitor for service. Print this page, complete the requested information and return with your unit. We recommend that you use a traceable and insured shipping method, such as UPS or Insured US Mail. Polar service centers are not responsible for items lost in transit.

Expedite your repair by including your credit card information and pre-authorizing repair charges. The amount we recommend is \$75 which will cover receiver battery, replacement transmitter (most common repairs) and return shipping. Please include a credit card number (Visa, MasterCard or American Express) with expiration date and authorize charges to \$75. **You will only be charged the cost of the actual repair.** If the repair cost is more than the amount authorized, we will contact you by mail or e-mail to authorize any additional charges.

If paying by check, payment must be in exact amount of repair charges - you will receive an estimate via e-mail or US mail. Please **DO NOT SEND CASH.**

Please allow 7-10 business days for your repair to be completed (during peak seasons, repair time may be longer). All repairs come with a 90-day warranty!

CUSTOMER INFORMATION: [PLEASE PRINT CLEARLY]

Name: _____ Tel No: _____

Address: _____

City: _____ State _____ Zip _____

E-mail Address: _____

Please list contents and quantity below:

Receiver Qty: _____ Model _____ Serial No _____
(See receiver lens or back cover) (See back cover of the receiver case)

Transmitter Qty: _____ Model _____ Serial No _____
(See front of transmitter) **WEARLINK ONLY** – See back of connector)

Elastic Strap Qty: _____

Proof of purchase enclosed **[REQUIRED FOR WARRANTY REPAIRS]**

Brief description of problem: _____

Please choose one:

I authorize work to be carried out up to the value of: \$ _____ (\$75 recommended)
FOR CREDIT CARD PAYMENT ONLY

Credit Card# _____ Exp Date _____ Signature _____

I would like to have a price estimate. I understand that my repair will be held until I provide payment. (A letter will be sent via mail or e-mail)

IF YOU HAVE ANY QUESTIONS ON OUR PRODUCTS OR SERVICES, PLEASE CONTACT OUR CUSTOMER SERVICE DEPARTMENT

(800) 227-1314 | customer.service.usa@polar.fi

OUR REPRESENTATIVES ARE AVAILABLE TO ASSIST YOU MONDAY – FRIDAY FROM 9:00AM TO 5:00PM

Have you considered a **Trade-Up?** You can save **30%** or more on a NEW Polar Heart Rate Monitor. Compare the cost of repairing your current monitor to the discounted price a new Polar model with upgraded features.

Sending Instructions

- Complete **all** requested information on repair form. Please print clearly.
- Pack the product carefully to avoid damage.
- Include all parts of the Polar Heart Rate Monitor for a complete check of the unit.
- Include proof of purchase (a receipt or its photocopy). Proof of purchase from an authorized retailer is required for warranty claims. The Polar Warranty covers the receiver and transmitter for 2-years from the date of purchase for defects in material or workmanship. Battery is covered for the first 6-months. Damage caused by misuse, improper or unauthorized maintenance is not covered.
- Ship postage prepaid to an authorized Polar service center. WARRANTY repairs must be sent to the NEW YORK service center.

<u>NEW YORK</u>	<u>MICHIGAN</u>	<u>TEXAS</u>	<u>CALIFORNIA</u>	<u>WASHINGTON</u>
Polar Electro Inc. 1111 Marcus Avenue Suite M15 Lake Success, NY 11042 Attn: Service Center (800) 227-1314 (tel) (516) 364-5454 (fax)	Polar Service Center 7621 East Joy Road Ann Arbor, MI 48105 Attn: Technical Service (800) 287-5901 (tel) (734) 996-4650 (fax)	Dallas Service Center 100 N. Central Expwy Suite 202 Dallas, TX 75201 (214) 742-6325 (214) 747-6026	Time-Tec Watch Svc Ctr 635 S. Hill Street Suite 209 Los Angeles, CA 90014 (213) 488-9222 (tel) (213) 488-9221(fax) (888) 448-TIME (toll free)	Eastside Watch Repair Suite XYZ 2041 148th Ave NE Bellevue, WA 98007 (425) 641-7978

Common Repair Charges:

Battery replacement:	\$12.95	A, M, FS and F Series Receiver
	\$15.95	S, CS, RS and AXN Series Receiver
	\$12.95	Wearlink Transmitter
	\$12.95	S-Series Sensors and Footpod
Transmitter replacement:	\$24.95	T31 (with trade-in)
	\$30.95	T31C (with trade-in)
	\$39.95	Wearlink (replacement connector)
	\$49.95	WIND (replacement connector)
Elastic Strap:	\$ 5.95	T31/T31C (replacement)
	\$17.95	Wearlink/WIND (replacement)

Shipping & Handling:

- Shipping rates are for packages weighing up to 1 pound. Additional charges will be applied for packages over 1 pound
- Standard shipping methods vary according to service center. Please see below for all shipping options available:

	New York		Michigan		Texas		California		Washington	
Standard:	\$4.50	US Priority Mail	\$7.50	UPS Ground	\$5.00	US Priority Mail*	\$5.00	US Priority Mail*	\$5.00	US Priority Mail*
Alternate shipping:	\$10.00	UPS 3 day	\$4.50	US Priority Mail*	\$7.50	UPS Ground	\$3.95	US 1 st Class Mail*	\$3.95	US 1 st Class Mail*
	\$15.00	UPS 2 day	\$15.00	UPS 2 day air	\$15.00	UPS 2 day air	\$7.00	US Insured Mail	\$7.00	US Insured Mail
	\$19.95	US ExpressMail	\$19.95	US ExpressMail	\$19.95	US ExpressMail	\$19.95	US ExpressMail	\$19.95	US ExpressMail
	\$30.00	UPS Overnight	\$30.00	UPS Overnight	\$30.00	UPS Overnight				
	CALL	Outside the US	CALL	Outside the US	CALL	Outside the US				

*Service center is not responsible for items lost in transit for uninsured shipments.