

**REPAIR REQUEST FORM – TRACK COMPONENTS**

Please fill out this form completely, and send it in with your item to be repaired.

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 \_\_\_\_\_

Credit Card (Fill out Credit Card section below)

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

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

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

Signature \_\_\_\_\_

Return Shipping Options:

Please choose your return shipping method. You will receive a tracking # via Email.

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

Return shipping cost is the responsibility of you, the customer. Return shipping cost will be determined by box size & weight.

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

**IMPORTANT:**

- The minimum price for any repair is \$75. 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.
- 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  
Sales Office: (508) 278-2189 Ext. 503

Minimum repair cost \$75

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

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

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