

Please use this form when sending your Polar Heart Rate Monitor for non-warranty service to an Authorized Polar Service Center. 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 you have a warranty repair, or would like to send your repair to Polar Electro Inc. please start the Online Repair Registration Process online @ www.polarusa.com/service.

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: _____

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)

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

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

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.
- Ship postage prepaid to the closest authorized Polar service center to you.
- **WARRANTY repairs must be sent to the NEW YORK service center and be pre-registered online at polarusa.com/service.**

| <u>MICHIGAN</u> | <u>TEXAS</u> | <u>CALIFORNIA</u> | <u>WASHINGTON</u> | <u>FLORIDA</u> |
|---|--|---|--|---|
| Polar Service Center www.polarservicecenter.com 7621 East Joy Road Ann Arbor, MI 48105 Attn: Technical Service (800) 287-5901 (tel) (734) 996-4650 (fax) | Citizen Watch Repair 800 E. Campbell Road Suite 371 Richardson, TX 75081 (972) 234-4900(tel) (972) 234-4901(fax) www.polardallas.com | Time-Tec Watch Service Center www.Time-Tec.com 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 www.PolarRepair.com E.S.W P.O Box 8004 Mill Creek, WA 98082 (425)641-7978(tel) (425)761-7736 | Turley 11501 S. Dixie HWY Pinecrest, FL 33156 (305)252-1123 (tel) (305)252-1124(fax) |

Common Repair Charges:

| | | |
|--------------------------|---------|-----------------------------------|
| Battery replacement: | \$12.95 | A, M, FS and F Series Receiver |
| | \$15.95 | S, CS, RS and AXN Series Receiver |
| | \$ 6.95 | Wearlink Transmitter |
| | \$12.95 | S-Series Sensors and Footpod |
| Transmitter replacement: | \$34.95 | T31 (with trade-in) |
| | \$45.95 | T31C (with trade-in) |
| | \$39.95 | Wearlink (replacement connector) |
| | \$49.95 | WIND (replacement connector) |
| Elastic Strap: | \$ 6.95 | 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:

| | Michigan | | Texas | | California | | Washington | | Florida | |
|----------------------------|----------|-------------------|---------|-------------------|------------|-----------------|------------|-------------------|---------|-------------------|
| Standard: | \$7.50 | UPS Ground | \$6.00 | US Priority Mail* | \$5.00 | US Mail* | \$6.50 | US Priority Mail* | \$6.50 | US Priority Mail* |
| Alternate shipping: | \$7.00 | US Priority Mail* | \$12.00 | UPS Ground | \$7.00 | US Insured Mail | \$8.00 | US Insured Mail | \$8.00 | US Insured Mail |
| | CALL | UPS 2 day air | \$16.00 | UPS 2 day air | \$25.00 | US Express Mail | \$25.00 | US Express Mail | \$25.00 | US Express Mail |
| | \$25.00 | US Express Mail | \$19.95 | US Express Mail | | | | | | |
| | CALL | UPS Overnight | \$30.00 | UPS Overnight | | | | | CALL | UPS Overnight |