



## Non Warranty Repair Form

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

If you have a warranty repair, or would like to send your repair to Central Service (NY) please start the Online Repair Registration Process @ <https://service.polar.com/service/PSCSPreReg.nsf/Starting?openForm>

You will receive an estimate via e-mail or US mail. Please DO NOT SEND CASH.

Please allow 5-7 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:

[ ] Wrist Device	Qty: _____	Model _____ <small>(See receiver lens or back cover)</small>	Serial No _____ <small>(See back cover of the receiver case)</small>
[ ] Transmitter	Qty: _____	Model _____ <small>(See front of transmitter)</small>	Serial No _____ <small><b>(WEARLINK ONLY)</b> – See back of connector</small>
[ ] Elastic Strap	Qty: _____		

Brief description of problem: \_\_\_\_\_

Battery Replacement Guidelines can be found here:

[https://support.polar.com/us-en/support/Battery Replacement in Polar Product](https://support.polar.com/us-en/support/Battery_Replacement_in_Polar_Product)

### 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.
- WARRANTY repairs must be sent to the NEW YORK service center and be pre-registered online at <https://support.polar.fi/service/pscspreg.nsf/starting?openForm>

To reach customer care you may use our chat feature at polar.com in the lower right corner. You may also reach us by email at [customer.service.usa@polar.com](mailto:customer.service.usa@polar.com).



<u>MICHIGAN</u>	<u>CALIFORNIA</u>	<u>WASHINGTON</u>
<b>Polar Service Center</b>  <a href="http://www.polarservicecenter.com">www.polarservicecenter.com</a>  Polar Service Center 7621 East Joy Road Ann Arbor, MI 48105  (800) 287-5901 (tel) (734) 996-4650 (fax)	<b>Time-Tec Watch Service Center</b>  <a href="http://www.Time-Tec.com">www.Time-Tec.com</a>  635 S. Hill Street Suite 209 Los Angeles, CA 90014  (213) 488-9222 (tel) (213) 488-9221(fax) (888) 448-TIME (toll free)	<b>Eastside Watch Repair</b>  10575 NE 12 <sup>th</sup> ST Bellevue, WA 98004 (425)761-7736

**Recommended Service Pricelist can be found here:**

<https://support.polar.com/sites/default/files/service-pricelist/polar-service-pricelist-usa.pdf>

## Shipping &amp; 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		California		Washington	
<b>Standard:</b>	\$7.50	US Mail	\$7.00	US Mail	\$10.50	US Priority Mail -
<b>Alternate shipping:</b>	CALL	Other shipping options	CALL	Other shipping options	CALL	Other shipping options