

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 Central Service (NY) please start the Online Repair Registration Process @ <https://support.polar.fi/service/pscsprereg.nsf/starting?openForm>

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 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:

- | | | | |
|--|------------|---|---|
| <input type="checkbox"/> Receiver | Qty: _____ | Model _____
<small>(See receiver lens or back cover)</small> | Serial No _____
<small>(See back cover of the receiver case)</small> |
| <input type="checkbox"/> Transmitter | Qty: _____ | Model _____
<small>(See front of transmitter)</small> | Serial No _____
(WEARLINK ONLY – See back of connector) |
| <input type="checkbox"/> 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# _____ cvv code _____ 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.com

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 <https://support.polar.fi/service/pcsprereg.nsf/starting?openForm>

<u>MICHIGAN</u>	<u>CALIFORNIA</u>	<u>WASHINGTON</u>	<u>FLORIDA</u>
Polar Service Center www.polarservicecenter.com Polar Service Center 7621 East Joy Road Ann Arbor, MI 48105 (800) 287-5901 (tel) (734) 996-4650 (fax)	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 10575 NE 12 th ST Bellevue, WA 98004 (425)761-7736	Turley Polar Repair www.polarwatchrepair.com 11219 South Dixie Hwy Miami, FL 33156 (305)396-1357 (tel) (305)252-1124 (fax)

Common Repair Charges:

Basic Service Charge:	\$19.95	A, M, FS, F, and FT Series Receiver
Includes New Battery, Functionality Test,	\$24.95	S, CS, RS, AXN, RCX, RC Series Receiver
Water Resistance Test	\$13.95	Wearlink, H-Series Heart Rate Sensors
	\$19.95	S-Series Sensors, S1/S3, G1/G5 GPS Sensors

Transmitter replacement:	\$34.95	T31 (with trade-in)
	\$45.95	T31C (with trade-in)
	\$39.95	Wearlink / H1 (replacement connector)
	\$49.95	WIND / H3 (replacement connector)

Elastic Strap:	\$ 6.95	T31/T31C (replacement)
Pro Strap:	\$34.95	H-Series (replacement), Wearlink/WIND

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		California		Washington		Florida	
Standard :	\$7.50	US Mail	\$7.00	US Mail	\$10.50	US Priority Mail -	\$7.00	US Priority Mail
Alternate shipping:	CALL	Other shipping options	\$25.00	US Express Mail	\$35.00	US Express Mail		