

WARRANTY RETURN INSTRUCTIONS

Limited Warranty

What your warranty covers: Defects in materials or workmanship for one year from date of purchase. Please see your user guide for specific details.

What your warranty does not cover:

Customer instruction, Installation and setup service adjustments, Batteries, Damage from misuse or neglect, Products which have been modified or incorporated into other products, Products purchased or serviced outside the USA, Acts of nature, such as but not limited to lightning damage.

What we will do:

1. Confirm the product is still within the warranty period using your purchase receipt.
2. Review your returned product and documentation to confirm warranty eligibility.
3. If eligible, provide you with a new or (at our option) refurbished unit where possible.

How to get service:

- Fill out the following information:

NAME:	
ADDRESS:	
EMAIL:	
PHONE:	
MODEL#:	
DATE OF PURCHASE:	
PROBLEM DESCRIPTION: (add pages if required)	

- Properly pack your unit. Include any cables, etc., which were originally provided with the product. We recommend using the original carton and packing materials.
- Include your "Proof of Purchase" in the form of a bill of sale or receipted invoice which is evidence that the product is within the warranty period. If you do not have a proof of purchase, the manufacturing date code will be used.
- Send via standard UPS or its equivalent to: Thomson c/o Ozark, 1400 E. Tahlequah St., Siloam Springs, AR 72761 (**please note: This is a new address. The address in the user guide is no longer correct*)
- Enter your Shipment Tracking Number so your shipment can be located:
You may want to insure your shipment for loss or damage. Thomson accepts no liability in case of damage or loss.

UPS	FedEx	US Postal Service

- Include a copy of this form with your shipment & keep a copy for your records.

***Note: A completely filled out form and all requested items are required to obtain service.**

Additional Notes:

Case #: (Thomson Use Only)