

## **In-Warranty Instructions**

A Pliant customer requesting repair services for CrewCom equipment that is in warranty should contact Customer Service at: [customer.service@plianttechnologies.com](mailto:customer.service@plianttechnologies.com), 1.844.4PLIANT (1.844.475.4268), or +1.334.321.1160. The customer should provide the following when contacting Customer Service: product model number, serial number, and date of purchase (if available).

Customer Service will issue a Return Material Authorization number (RMA#) and a Service Request Form (SRF) that the customer will need to complete and return to Pliant. Upon receipt of the equipment, repair technicians will inspect and diagnose any issues.

Return economy shipping is included for equipment that is under warranty. Expedited shipping is available at additional cost. The repaired items ship as soon as possible, depending on the quantity and complexity of necessary repairs.

New CrewCom equipment purchases have a one-year factory warranty. If you register your products on our website, you will receive a warranty extension for an additional year at no charge—for a total of two years. To register your CrewCom equipment, please visit [www.plianttechnologies.com/customer/account/login](http://www.plianttechnologies.com/customer/account/login).

If a customer purchases new equipment and it is defective or fails within 90 days from the date of purchase, the customer can contact the dealer or distributor they purchased the equipment from to request an Advance Replacement.

## **Out-of-Warranty Instructions**

A Pliant customer requesting repair services for CrewCom equipment that is out of warranty should contact Customer Service at: [customer.service@plianttechnologies.com](mailto:customer.service@plianttechnologies.com), or 1.844.4PLIANT (1.844.475.4268), or +1.334.321.1160. The customer should provide the following when contacting Customer Service: product model number, serial number, and date of purchase (if available).

Customer Service will issue a Return Material Authorization number (RMA#) and a Service Request Form (SRF) that the customer will need to complete and return to Pliant. Upon receipt of the equipment, repair technicians will inspect and diagnose any issues. A Customer Service Representative will notify the customer if the repair charges exceed \$500 (shipping included). At that point, the customer can either agree to pay for the repairs and shipping or decline the suggested repairs. In the event that the customer declines the suggested repairs, they will be charged a flat fee for one hour of labor.

Return shipping is not included for equipment that is out of warranty. Return shipping method is to be specified in the Service Request Form.