



9300 North Decatur St. Portland, OR 97203 (503) 286-9300

Date: \_\_\_/\_\_\_/\_\_\_

### Return Authorization Request

Please complete form and fax to (503) 978-3326 / Phoenix Gold will fax back with assigned RA Number

Name:					
Ship-to Address:	(Do not use PO Box)				
City:		State:		Zip:	
Phone #:	( )	Fax #	( )		
Special Instructions:					

\*Copy of Purchase Receipt is required for Warranty Service\*

For Non-warranty service - Flat Rate amounts will be provided when faxed back with RA#

<b>Purchase Receipts</b>	Check box
Copy of Receipt included in Fax	<input type="checkbox"/>
Sending Receipt(s) with Return Unit(s)	<input type="checkbox"/>

#### Return Items

Qty.	Model#	Serial#	Symptom	RA#
<input type="checkbox"/> <b>Repair or Replace</b> <input type="checkbox"/> Flat Rate: \$ _____		<input type="checkbox"/> Warranty <input type="checkbox"/> Intermittent Problem		
		<input type="checkbox"/> Non-Warranty		

Qty.	Model#	Serial#	Symptom	RA#
<input type="checkbox"/> <b>Repair or Replace</b> <input type="checkbox"/> Flat Rate: \$ _____		<input type="checkbox"/> Warranty <input type="checkbox"/> Intermittent Problem		
		<input type="checkbox"/> Non-Warranty		

Qty.	Model#	Serial#	Symptom	RA#
<input type="checkbox"/> <b>Repair or Replace</b> <input type="checkbox"/> Flat Rate: \$ _____		<input type="checkbox"/> Warranty <input type="checkbox"/> Intermittent Problem		
		<input type="checkbox"/> Non-Warranty		

**Method of Payment:**  Credit Card (V/MC)  
 CC#: \_\_\_\_\_  
 Exp: \_\_\_/\_\_\_/\_\_\_ 3-digit code (rear of card): \_\_\_  
 Name on Card: \_\_\_\_\_  
 Billing Address: \_\_\_\_\_  
 City, State, Zip: \_\_\_\_\_

Cashier's Check/Money Order  
 Upon receiving your flat-rate, mail payment to:  
 Unit 37 / Phoenix Gold  
 P.O. Box 4500 / Portland, OR 97208-4500  
 I wish to be contacted for payment information at:  
 ( ) - \_\_\_\_\_

<b>PG</b> use only	Date RA Issued	<input type="text"/>	RA Issued by	<input type="text"/>
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Please send returns to the address below with the RA# printed clearly on the outside of the shipping carton

**Phoenix Gold Product Service**  
**9269 N. Bradford**  
**Portland, OR 97203**

<b>Fax RAs to:</b> (503) 978-3326	<b>E-Mail:</b> ras@phoenixgold.com	<b>Phone in:</b> (800) 950-1449 X317
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Non-Warranty units with "No Problem Found" may be subject to a \$50.00 minimum service charge.