



TOA Canada Product Return and Repair Assessment Form

Product Category	Warranty Period	Exceptions
Audio	5 years	With the exception of Microphones (<i>Headset, Lavalier, etc., 5000 Series and Trantec Series</i>) which are warranted for 90-days from the invoice date . All Batteries have a 1 year warranty.
Intercom	5 years	All Batteries have a 1 year warranty.
Parts	90 days	All parts have a 90 day warranty. All Batteries have a 1 year warranty.
Computers	1 year	All mini-computer, hard drives, PC, laptop or other related IT products have a 1 year warranty.
EverAlert Hardware	2 years	1 year for the display/glass part of the Dynamic Display
TOAlert License	5 years	License subscription included in first 5 years. End user to incur annual renewal thereafter

This is an information gathering form only. Please fill out form with as much information as possible and email to technicalsupport@toacanada.com and wait for a formal response. Sections with Asterisk are mandatory fields. This form does not authorize the repair of any product or the return of any product back to TOA Canada Corporation.

TOA OFFICE USE ONLY

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Product Return

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Warranty & Repair Assessment

Contact Details

Date:

*Company Name	
TOA Authorized Dealer	
If NO, from whom was it purchased?	
Non-authorized dealer or end user, provide proof of purchase with form	
*Contact Name	
*Phone Number	
*Email	
*Address	
*City	
*Province	

Product Details

TOA Invoice # or Your PO #:	
TOA Invoice Date:	
Your PO #:	

Model/Part Number	Serial #:	Quantity	Condition of product			
* _	* _	* _	Unopened	Opened	Installed	Original Box
-	-	-	Unopened	Opened	Installed	Original Box
-	-	-	Unopened	Opened	Installed	Original Box
-	-	-	Unopened	Opened	Installed	Original Box
-	-	-	Unopened	Opened	Installed	Original Box

*For Product Replacement, have you sent a New PO for Re-Order?

Re-Order Purchase Order Number:	
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Reason for Item Return/Replacement:

- Return for credit
- Extra Inventory
- Wrong Model No.
- Job Canceled
- Freight Damage
- Equipment DOA
- Equipment Failure
- Inspection by Tech
- Spec. Changed
- Firmware Update

*Describe Reason for Item Return

Please note a stated reason is required to proceed with the RA

When submitting RA form via email, please utilize the following subject line structure for quick and efficient service:

[RA Request: TOACanada_INV/PO#_____] i.e "RA Request: TOACanada_INV#1000001"

*I have read and accept TOA Canada Corporation's Terms & Conditions ([Terms & Conditions](#))

YES

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Thank you for your business!