



# TOA Canada Product Return and Repair Assessment Form

Product Category	Warranty Period	Exceptions
Audio	5 years	With the exception of <b>Microphones</b> ( <i>Headset, Lavalier, etc., 5000 Series and Trantec Series</i> ) which are warranted for <b>90-days from the invoice date</b> . 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](mailto: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

### Describe Reason for Item Return

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!