

Please use this form when sending your Polar Heart Rate Monitor for non-warranty service to an Authorized Polar Service Center. Print this page, complete the requested information and return with your unit. We recommend that you use a traceable and insured shipping method, such as UPS or Insured US Mail. Polar service centers are not responsible for items lost in transit.

**Expedite** your repair by including your credit card information and pre-authorizing repair charges. The amount we recommend is \$75 which will cover receiver battery, replacement transmitter (most common repairs) and return shipping. Please include a credit card number (Visa, MasterCard or American Express) with expiration date and authorize charges to \$75. **You will only be charged the cost of the actual repair.** If the repair cost is more than the amount authorized, we will contact you by mail or e-mail to authorize any additional charges.

If you have a warranty repair, or would like to send your repair to Polar Electro Inc. please start the Online Repair Registration Process online @ [www.polarusa.com/service](http://www.polarusa.com/service).

If paying by check, payment must be in exact amount of repair charges - you will receive an estimate via e-mail or US mail. Please **DO NOT SEND CASH**.

Please allow 7-10 business days for your repair to be completed (during peak seasons, repair time may be longer). All repairs come with a 90-day warranty.

**CUSTOMER INFORMATION:** [PLEASE PRINT CLEARLY]

Name: \_\_\_\_\_ Tel No: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Please list contents and quantity below:

- Receiver Qty: \_\_\_\_\_ Model \_\_\_\_\_ Serial No \_\_\_\_\_  
(See receiver lens or back cover) (See back cover of the receiver case)
- Transmitter Qty: \_\_\_\_\_ Model \_\_\_\_\_ Serial No \_\_\_\_\_  
(See front of transmitter) **(WEARLINK ONLY)** – See back of connector
- Elastic Strap Qty: \_\_\_\_\_

Brief description of problem: \_\_\_\_\_

Please choose one:

- I authorize work to be carried out up to the value of: \$ \_\_\_\_\_ (\$75 recommended)  
**FOR CREDIT CARD PAYMENT ONLY**  
Credit Card# \_\_\_\_\_ Exp Date \_\_\_\_\_ Signature \_\_\_\_\_
- I would like to have a price estimate. I understand that my repair will be held until I provide payment. (A letter will be sent via mail or e-mail)

**(800) 227-1314 | [customer.service.usa@polar.fi](mailto:customer.service.usa@polar.fi)**

OUR REPRESENTATIVES ARE AVAILABLE TO ASSIST YOU MONDAY – FRIDAY FROM 9:00AM TO 5:00PM

**Sending Instructions**

- Complete **all** requested information on repair form. Please print clearly.
- Pack the product carefully to avoid damage.
- Include all parts of the Polar Heart Rate Monitor for a complete check of the unit.
- Ship postage prepaid to the closest authorized Polar service center to you.
- WARRANTY repairs must be sent to the NEW YORK service center and be pre-registered online at [polarusa.com/service](http://polarusa.com/service).

<u>MICHIGAN</u>	<u>TEXAS</u>	<u>CALIFORNIA</u>	<u>WASHINGTON</u>	<u>FLORIDA</u>
<b>Polar Service Center</b> <a href="http://www.polarservicecenter.com">www.polarservicecenter.com</a> 7621 East Joy Road Ann Arbor, MI 48105 Attn: Technical Service (800) 287-5901 (tel) (734) 996-4650 (fax)	<b>Citizen Watch Repair</b> 800 E. Campbell Road Suite 371 Richardson, TX 75081 (972) 234-4900(tel) (972) 234-4901(fax) <a href="http://www.polardallas.com">www.polardallas.com</a>	<b>Time-Tec Watch Service Center</b> <a href="http://www.Time-Tec.com">www.Time-Tec.com</a> 635 S. Hill Street Suite 209 Los Angeles, CA 90014 (213) 488-9222 (tel) (213) 488-9221(fax) (888) 448-TIME (toll free)	<b>Eastside Watch Repair</b> <a href="http://www.PolarRepair.com">www.PolarRepair.com</a> E.S.W P.O Box 8004 Mill Creek, WA 98082 (425) 641-79789(tel)	<b>Turley</b> 11501 S. Dixie HWY Pinecrest, FL 33156 (305)252-1123 (tel) (305)252-1124(fax)

**Common Repair Charges:**

Battery replacement:	\$12.95	A, M, FS and F Series Receiver
	\$15.95	S, CS, RS and AXN Series Receiver
	\$ 6.95	Wearlink Transmitter
	\$12.95	S-Series Sensors and Footpod
Transmitter replacement:	\$34.95	T31 (with trade-in)
	\$45.95	T31C (with trade-in)
	\$39.95	Wearlink (replacement connector)
	\$49.95	WIND (replacement connector)
Elastic Strap:	\$ 6.95	T31/T31C (replacement)
	\$17.95	Wearlink/WIND (replacement)

Shipping & Handling:

- Shipping rates are for packages weighing up to 1 pound. Additional charges will be applied for packages over 1 pound
- Standard shipping methods vary according to service center. Please see below for all shipping options available:

	Michigan		Texas		California		Washington		Florida	
<b>Standard:</b>	\$7.50	UPS Ground	\$6.00	US Priority Mail*	\$5.00	US Priority Mail*	\$6.50	US Priority Mail*	\$6.50	US Priority Mail*
<b>Alternate shipping:</b>	\$7.00	US Priority Mail*	\$12.00	UPS Ground	\$7.00	US Insured Mail	\$8.00	US Insured Mail	\$8.00	US Insured Mail
	CALL	UPS 2 day air	\$16.00	UPS 2 day air	\$25.00	US Express Mail	\$25.00	US Express Mail	\$25.00	US Express Mail
	\$25.00	US Express Mail	\$19.95	US Express Mail						
	CALL	UPS Overnight	\$30.00	UPS Overnight					CALL	UPS Overnight

