

## Repair and Upgrade Documentation

Is this a repair, upgrade or both ? \_\_\_\_\_

For repair or upgrade, return Scon products prepaid with a copy of the original invoice and this completed form to:

Scon Technologies  
399A Road 773  
Guntown, MS 38849

email: [service@sconcon.com](mailto:service@sconcon.com)

We will test and repair or replace the device (see Exclusions) for a flat fee including return shipping. Kit units will be covered within the limits of the exclusions. Include payment with the product.

Exclusions: If the product is determined to be un-repairable due to physical damage such as fire or breakage, kit assembly issues or intentional damage, it will be returned (un-repaired) provided monies were included for return shipping.

If we determine that the product is covered under warranty, any monies sent with the product will be returned with the product unless the upgrade option is selected.

Note: Customers flash program memory will be erased on the repaired unit.

Upgrade for products sold after January 7, 2006; Charges include outbound shipping:

\$10.00 USA/Canada <> \$21.00 Worldwide most countries

Repair and Upgrade all products; Charges include outbound shipping:

\$20.00 USA/Canada <> \$31.00 Worldwide most countries

Name: \_\_\_\_\_ Email: \_\_\_\_\_

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

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

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

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

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

**Be sure to include your email, city, state, zip, country, postal code etc...**

**WE WILL CONTACT YOU BY EMAIL WITH ANY QUESTIONS !**

Product: \_\_\_\_\_ Date purchased: \_\_\_\_\_

Purchased from: \_\_\_\_\_

Problem & comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_