



## Panasonic System Solutions RMAs and Repairs Complete and Easy-to-Use Instructions

### **RMAs**

*RMAs are issued for defective and bad-out-of-the-box products only.*

- ✓ Contact Timarron Partners, Inc., 817-329-4777, or [debbie@tpireps.com](mailto:debbie@tpireps.com), with the product number and proof-of-purchase in the form of a purchase order or invoice number.
- ✓ Describe the problem in depth.
- ✓ Upon issuing an RMA, Panasonic will automatically ship a replacement unit.
- ✓ Purchaser needs to return the item to the designated address on the RMA as soon as possible.

### **REPAIRS**

*Repairs, both in and out of warranty, are all handled by Heartland Services of Illinois, 800-528-6747.*

- ✓ Contact Heartland Tech Support (prompt 2) to open a ticket and trouble-shoot over the phone.
- ✓ If repairs are needed, box up the product with a full description of the problem and your complete contact information.
- ✓ NO RMA IS REQUIRED FOR REPAIR WORK.
- ✓ Send to: Heartland Services, 1615 Dundee Avenue, Dock G, Elgin, IL 60120
- ✓ Upon receipt of the product, Heartland will contact you directly with a solution.

### **RETURNS**

*Returns may be subject to a restocking fee up to 25 percent.*

- ✓ Contact Timarron Partners, Inc., 817-329-4777, or [debbie@tpireps.com](mailto:debbie@tpireps.com), with the product number and proof-of-purchase in the form of a purchase order or invoice number.

### **WARRANTIES**

*Most products are warrantied for 3 years parts, 3 years labor.  
Exceptions are called out in the Warranties attachment.*

***See attached in-depth instructions for further questions and answers.***