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Cutler Communication Sales Repair Policy (Revised 11/5/2018)

- Each Kenwood series (NX/PKT/TK) radio in for repair will have a bench charge applied to it of \$35.

This charge will be waived if the radio is approved for the repairs needed.

When the repair(s) are declined, you will receive an invoice of \$35 for each radio declined.

When a radio is physically damaged beyond repair or is not repairable due to liquid damage you will receive an invoice for \$35 per radio.

If you wish to have the radio returned to you, there will be a \$35 diagnosis fee for each radio plus an \$8.50 shipping charge.

Kenwood does not charge for radio disposal should you decline any repairs.

- Each Motorola/Vertex radio in for repair will have a bench charge applied to it of \$50.
- This charge will be waived if the radio is approved for the repairs needed.
- If the repair(s) are declined, have physical or liquid damage, you will receive an invoice with a charge of \$50 for each radio declined
- This charge will be waived if the radio is approved for the repairs needed.
- If the repair(s) are declined, have physical or liquid damage, you will receive an invoice with a charge of \$50 for each radio declined.

Any Kenwood (NX/PKT/TK) radio that is within the 2-year warranty period that does NOT have any physical or liquid damage will be repaired with no charges.

If the radio has been determined to have physical damage, and can be repaired, but is declined, the radio will be assessed the \$35 bench charge.

- Each Kenwood (NX/PKT/TK) radio in for reprogramming/diagnostics will receive a \$20 service fee. This fee includes, but not limited to, any type of tampering of the radio programming, changing of frequencies, locking the radio, needing to be re-programmed due to license changes, environmental changes or relocation of radio to another site.

Any radio out of warranty that is repaired will receive a 90-day warranty on the repair being done. If something else goes wrong with the radio within that 90-day warranty period, the new issue will not be covered under the current 90-day warranty.

- RUBBER BUTTONS, ANTENNAS, BELT CLIPS AND KNOBS ARE NORMAL WEAR AND TEAR
- ACCESSORIES AND ARE NOT COVERED UNDER WARRANTY. BATTERIES ARE A ONE (1) YEAR WARRANTY.