



7180 SW Fir Loop #100, Portland, OR 97223  
503-290-0110 (phone) – 503-290-0111 (fax) – www.ipcopper.com

### Warranty Claim Form for IPCopper Products

Please fill out the information requested below. Please see page two for instructions on submitting the completed warranty claim form. *A legible copy of the sales agreement is required for the claim to be processed. Before sending any product(s) to IPCopper, Inc. ("IPCopper") for warranty service, you must obtain a valid Warranty Service Number, which must be clearly marked on the outside of the packaging, and the address of the IPCopper service location. Packages without valid Warranty Service Numbers (as assigned to you) will not be accepted.*

Fields marked with an asterisk (\*) are required.

#### CONTACT INFORMATION

First Name:\* \_\_\_\_\_ Last Name:\* \_\_\_\_\_

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

City/State/Zip:\* \_\_\_\_\_

Daytime Telephone Number: \_\_\_\_\_

Email Address:\* \_\_\_\_\_

#### PRODUCT INFORMATION

Model:\* \_\_\_\_\_ Date Purchased:\* \_\_\_\_\_

Serial Number:\* \_\_\_\_\_ Where Purchased: \_\_\_\_\_

Reason for Warranty Claim:\* \_\_\_\_\_

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## Warranty Claim Instructions

Before submitting a warranty claim form, please consult your original warranty terms to verify that your unit is eligible for warranty service. You may also want to consult the support section on [www.ipcopper.com](http://www.ipcopper.com) or in your product manual for troubleshooting suggestions.

Complete the entire form and clearly identify the issue prompting you to file a warranty claim. Include a legible copy of your original sales agreement and invoice with the warranty claim form. Forms cannot be processed without a copy of the original sales agreement.

After receipt of your completed form, IPCopper will verify whether the unit is within the warranty period. IPCopper may contact you for further information and may request that you fill out an additional questionnaire and/or perform diagnostics at the direction of IPCopper personnel.

IPCopper, at its sole discretion, will make a preliminary determination whether the unit is eligible for and requires warranty service at an IPCopper service location. IPCopper may determine that the warranty claim is valid under the limited warranty in the sales agreement, however, the unit may not require service at an IPCopper service location, in which case IPCopper may provide you with parts and/or instructions to correct the reported issue, if any.

If IPCopper makes the preliminary determination that the unit requires further warranty inspection or service at an IPCopper service location, IPCopper may issue, at its sole discretion, a Warranty Service Number and instructions on how to send the unit to an IPCopper service location. Upon receipt of the unit, IPCopper will make the final determination whether the warranty claim is valid and may perform services as per the limited warranty in your agreement with IPCopper.

Submit the completed warranty claim form along with a legible copy of the sales agreement by fax to 503-290-0111 or by mail to IPCopper, Inc., Attn: Warranty Claims, 7180 SW Fir Loop #100, Portland, OR 97223 or by email to [support@ipcopper.com](mailto:support@ipcopper.com). It is the responsibility of the customer to ensure receipt of the warranty claim documentation by IPCopper.

**DO NOT SEND THIS FORM IN THE BOX WITH YOUR UNIT. BEFORE SENDING YOUR UNIT IN FOR WARRANTY SERVICE, YOU MUST FIRST SUBMIT THIS FORM TO IPCOPPER AND OBTAIN A VALID WARRANTY SERVICE NUMBER. UNITS SENT TO IPCOPPER WITHOUT A VALID WARRANTY SERVICE NUMBER CLEARLY MARKED ON THE OUTSIDE OF THE PACKAGE WILL NOT BE ACCEPTED.**