



STERLING
MOBILE SERVICES

Creating Solutions to serve you better

Repair Instructions for Incoming Wounded Units

Thank you for the opportunity to service your bar code equipment. Please include a packing list with your bill to, ship to and contact information. If you would note what symptoms your equipment has, it would be greatly appreciated. We have packing lists available on line or upon your request. If you desire an estimate before the repair is completed, please clearly mark "Estimate" on your packing slip. *Return Authorization numbers are only required if you are sending in a unit under warranty.*

Ship Equipment To:

Sterling Mobile Services, Inc.

435 Dividend Drive, Suite B-1

Peachtree City, GA 30269

678-364-9313 / 888-364-9313

info@sterlingmobile.com

Send Invoice Payment To:

Sterling Mobile Services, Inc.

9831 S. 51st St. Suite E-125

Phoenix, AZ 85044

480-785-4711

admin@sterlingmobile.com

We are happy to provide you with our "QuickTurn" repair packet. The packet includes; return labels, repair tags and "expedite" labels. (Please note that there is an extra fee for expedited orders.) Please contact our customer service department to obtain our repair packets, Return Merchandise Authorization numbers (RMA's), or for the status of your order. You can also go online at www.sterlingmobile.com and get all the information you need!

We will return your bar coding equipment the same method as it was shipped to us. If you would like your equipment shipped via a different method, please state this on the packing slip or purchase order. We will ship equipment "prepaid & add" with a small handling fee. Or, if you prefer, we can use your preferred carrier's account number.

Our normal turn around time is 4 working days (excluding shipping time.)

If you have any questions, problems or suggestions, please do not hesitate to call us at **888-364-9313**.

We look forward to serving you!