RMA Process

1. Start by opening the webpage https://tcppremier.harris.com/
2. Click "Create an Account" within the Sign-in Box

3. For Account Type, choose "RMA Access Only***
   * Choosing "Product Support RMA Access" will result in delays as your account will be subject to additional vetting.
   Complete the Form and click "Register"

   An email will then be sent to your email with instructions, for verifying your account. After verification, you will receive a second email that your account is verified and active.

4. After you have signed into your account, choose RMA Request in the Product Service box on the homepage.

5. Click “Add Item”

6. Insert equipment information* and click "Add"

*Having trouble finding your equipment information?
7. After you add an item, there are several options.
If this is the only item you are returning, click “Submit RMA.”
If you are returning additional similar items, select “Copy” and you will only need to add the serial number of the new item. You will be able to edit theProblem Description.
If you have a different item, click the “Add” button. Warranty expiration is also provided.

8. Once you click Submit RMA, you will be asked for a person and address to whom the repaired equipment should be returned to when it is ready.

You may also add a secondary Premier user to access information regarding this RMA request. This user will be permitted to view order status from their own Premier account.

9. Review page before submitting request. User must agree to Terms and Conditions before being able to submit request.

10. Confirmation Screen
After submitting your request, you will be provided clickable links to:
Reference Label
Shipping Instructions
Printing Tracking Information
This information will also be sent to you in an email.

As a standard practice, Harris will return repair products with the latest available firmware installed.
If you have questions or concerns, please contact the Technical Assistance Center:
TAC@harris.com    |    (585) 242-3561