

# RMA Process

1. Start by opening the webpage <https://tcpremier.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”

**Message**  
Thank you for registering at Harris Tactical Communications Premier. There are still a few more steps before your account can be used.

1. A verification link has been sent to the email address you entered. You must verify your email address by clicking on the verification link below within 24 hours
2. If you requested a product support account, your account must be vetted by Harris before enabling—this can take several days and you will be notified when your account is ready.

If you do not receive a verification email to the email address you entered in a few minutes, check your Junk Email/Spam mail folder for the email.

Note: the link may have been modified by your IT department or firewall product, adding the words CAUTION or DISABLED to the link. If this happens, close all your browsers and copy and paste the verification link to your browser window.

Remember, if you requested a product support account, the vetting process can take several days and you will be notified by email when you can log in, using your email address and the password you just created.

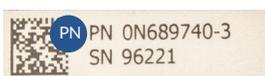
An email will then be sent to your email with instructions, for verifying your account. After verification, you will receive a second email that your account is verified and active.

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 the Problem Description.  
If you have a different item, click the “[Add](#)” button.  
Warranty expiration is also provided.

Return a Product for Service

Attention Harris Customers located in the European Union - Harris RF UK Product Service provides a convenient and established Fault Diagnostic and Repair Service.

Part Number	Item Description	Serial #	Problem Description	Warranty Expiration Date	
10513-1000-07	RT-1796(P) STANDARD RADIO PN:10513-1000-07	012345	DOES NOT POWER UP	21-JUN-10	Delete Copy

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[Add Item](#) [Submit RMA](#) [Clear Items](#)

The items currently on your RMA Request are listed above. Please note:  
• To copy item, click the Copy button to the right of the item listing.  
• To delete an unselected item, click the Delete button to the right of the item listing.  
• Your RMA Request Basket is automatically saved for 90 days.

## 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.

Return a Product for Service

Please select a Contact and Company/Address listing to proceed

[Customer Return to Contact](#) [\[Add New Contact\]](#)

First Name	Last Name	Email	Phone	Fax

[Customer Return to Company/Address](#) [\[Add New Company/Address\]](#)

Company	Address	City	State	Zip	Country

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(Optional) Enter an email address below if you would like another Premier user to track this RMA. Please note the person must be a registered user to track RMAs.

Secondary Tracking Email Address:

[Continue](#) [Cancel](#)

## 9. Review page before submitting request. User must agree to [Terms and Conditions](#) before being able to submit request.

Return a Product for Service

**Customer Information:**

Mara Domenico  
Phone: 555-242-3142  
Fax:  
Email: maradomenico@gmail.com  
Company: Harris

**Return To:**

Mara Domenico  
97 Humboldt Street  
Rochester, NY 14609  
USA

Part Number	Item Description	Serial #	Problem Description	Warranty Expiration Date
10513-1000-07	RT-1796(P) STANDARD RADIO PN:10513-1000-07	012345	DOES NOT POWER UP	

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**Terms and Conditions**

1. Definitions. As used in these Terms and Conditions, the following terms shall have the following meanings:

(a) "Supplies" or "Equipment" shall mean Seller's products or services; (b) The term this "Subcontract," this "Contract" or this "Purchase Order" or this "Agreement" are interchangeable and wherever appearing herein, shall be deemed to mean the contractual instrument, which shall be binding between Purchaser and Seller; (c) "RMA" (Return Material Authorization) shall be a number assigned to a specified list of equipment being sent to Seller for repair/upgrade.

I HAVE READ THIS AGREEMENT AND AGREE TO ALL OF THE PROVISIONS CONTAINED ABOVE.

[Submit RMA](#) [Cancel](#)

## 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.

**Thank You for submitting your RMA. [Continue to Home Page](#)**

10 Your RMA has been submitted as RMA # 1-295211396  
Please print **RMA REFERENCE LABEL # 1-295211396** and attach to your shipment.  
**Please only send items back that are part of the defective problem.**

11 For additional instruction, please refer to the RMA shipping instructions for further assistance:  
• [https://tccpremier.harris.com/managed\\_content/domestic\\_rma\\_instructions.pdf](https://tccpremier.harris.com/managed_content/domestic_rma_instructions.pdf)

12 You track your RMA submission by using the 'RMA Tracking' link on the left navigation. You can also print the details of your submission with the following link:  
• [Print RMA # 1-295211396](#)

This RMA will automatically expire within 180 days of the submission date if Harris has not received the items listed.

If items are not received within 165 days of RMA submission an email will be sent to inform you that Harris has not received the items and that your RMA will expire in 15 days.

Once an RMA has expired it will be necessary to submit a new RMA before shipping the items to Harris.

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