RMA Process

1. Start by opening the [WEBPAGE](https://tcpremier.harris.com)

2. Click CREATE AN ACCOUNT within the Sign-in Box.

   If you already have a TCPremier account, enter your email address and password and, click BEGIN SIGN IN.

   Please note that TCPremier is now using 2-FACTOR AUTHENTICATION. TCPremier will send a Login Key to your email address.

   Enter this key in the Login Key box and click LOG IN, and skip to step 4.

3. For Account Type, choose RMA ACCESS ONLY* 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.

As a standard practice, Harris will return repair products with the latest authorized firmware installed. If you have questions or concerns, please contact the Technical Assistance Center:

TAC@l3harris.com  |  (585) 242-3561

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8. After you add an item, there are several options:

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Item Description</th>
<th>Serial #</th>
<th>Problem Description</th>
<th>Warranty Expiration Date</th>
<th>Warranty or Billable</th>
<th>Repair Price USD</th>
</tr>
</thead>
<tbody>
<tr>
<td>10513-1000-07</td>
<td>RT-1796(P) STANDARD RADIO PN 10513-1000-07</td>
<td>012345</td>
<td>DOES NOT POWER UP</td>
<td>2010-06-21</td>
<td>B</td>
<td>Estimate Required</td>
</tr>
</tbody>
</table>

- **8a.** If you have another item, click the **Add Item** button.
- **8b.** If this is the only item you are returning, click **Submit RMA**.
- **8c.** If you want to cancel all items, click the **Clear Items** button.
- **8d.** If you want to cancel all items, click the **Clear Items** button.
- **8e.** If you are returning additional similar items, select **Copy** and will only need to add the serial number of the new item. You will be able to edit the **Problem Description**.

If any of the items listed are billable, you will be prompted for a payment method. Click **UPDATE**.

Select the **PAYMENT METHOD** and other options and click **UPDATE**.

- **Payment Information:**
  - Payment Method:
  - Tax Exempt: No
  - COMSEC/DODAAC:

  Harris does not accept Military Interdepartmental Purchase Requests (MIPR).

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9. Once your click **SUBMIT RMA**, you will be asked for a person and address to whom the repaired equipment should be returned.

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 TCPremier account.

10. Review page before submitting request. User must agree to **TERMS AND CONDITIONS** before being able to submit request.
11. Confirmation Screen:
   After submitting your request, you will be provided clickable links to:
   a. Reference Label
   b. Shipping Instructions
   c. Printing Tracking Information
   This information will also be sent to you in an email.

Thank You for submitting your RMA. Continue to Home Page

Your RMA has been submitted as RMA # 1-356206728
Please print RMA REFERENCE LABEL # 1-356206728 and attach to your shipment.
*Please only send items back that are part of the defective problem.*
For additional instruction, please refer to the RMA shipping instructions for further assistance:
• [https://itpremierr.harris.com/managed_content/domestic_rma_instructions.pdf](https://itpremierr.harris.com/managed_content/domestic_rma_instructions.pdf)

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 # 1-356206728](#)

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.