TrackAbout.
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www.trackabout.com

410 Rouser Rd, Suite 400
Moon Twp, PA 15108

412-269-1872 Office
412-269-0735 Fax

Handheld Warranty Information and Repair Options

The following procedures explain the options available to TrackAbout Users in the event that warranty or repair service is needed on hardware purchased through TrackAbout. Please call TrackAbout if you have any questions regarding the procedure to process hardware issues.

Within 30 Days of Purchase

All Motorola (Symbol) hardware that doesn't work properly within 30 days after purchase the equipment can be replaced if you have the original packaging. Please do not write on the original packaging. Contact TrackAbout at 412-269-1872 to process the return.

1 Year Manufacturer's Warranty

Motorola (Symbol) handhelds have a 1 Year Manufacturer's Warranty with a 10 day turnaround time plus time in transit. Call Motorola (Symbol) support at 1-800-653-5350 for repair.

O'Neil printer support phone number is 1-800-796-6345.

Out of Warranty

Contact Laura Bulat at Legacy 630-622-2015. If you have a Symbol handheld that is out of the 1 year manufacturer's warranty you should contact Legacy. In association with Legacy, a company founded by ex-Symbol repair specialists, a preferred-customer repair program has been developed for TrackAbout customers. In order to get started, please contact Laura Bulat at Legacy. Please make sure you tell Laura that you are a TrackAbout customer. A repair authorization form is required by Legacy. You can obtain a repair authorization form by emailing Roxanne Brown at rbrown@trackabout.com. Setting up an account before a problem occurs will allow for faster processing and minimize turnaround time.