

International, Assessment fee for repairs/upgrades

All International based requests for repairs/upgrades start with this “Assessment fee for repairs/upgrades”. This fee is to cover shipping charges for the item to be sent back to you, and also includes the minimum available fee for an assessment. These fees will be refunded if the issue is covered under our [Warranty Policy](#). You will be notified before added costs are incurred for either a repair or upgrade.

A ‘Tracking Number’ is required for all packages sent to us. Please email that tracking number to us as soon as it is given to you by your carrier.

To continue with an assessment for repairs/upgrades, simply purchase this option and enter what is wrong with your system in the Comments section on the page where you make payment. Then just print your receipt and include it in the box with your item(s) that need a repair or upgrade. *

YOU MUST ENTER A ‘NOTE’ IN THE **COMMENTS** FIELD WHEN CHECKING OUT WITH AN EXPLANATION OF WHAT IS WRONG. OTHERWISE, WE WON’T KNOW WHAT TO FIX.

Upon returning the printed receipt and your item(s), you will be sent a quote for repairs or updates. At that time, you will have the option of having your system repaired/upgraded, returned without being repaired/upgraded, or sent to the recycling bin.

* Your item(s) and printed receipt should be sent to:

Alpha Antenna
c/o Repairs/Upgrades
112 East Commercial St
Pleasant Hill, MO 64080