

Non-Warranty Repair Instructions

1. Agent calls into SentriLock Support with a lockbox issue. After working with SentriLock Support, Support will inform them that their defective lockbox is out of warranty and create an out of warranty RMA.
2. The agent can pay to have the lockbox repaired or recycle the lockbox. If they choose to repair the lockbox, it will cost \$29.95. The agent is responsible for the shipping cost to the SentriLock facility; however, the \$29.95 does include shipping back to the agent.
3. The lockbox should be shipped to
SentriLock
7701 Service Center Drive
West Chester, OH 45069
Attn: RMA repairs
4. Once SentriLock receives the lockbox, it will be scanned in and a bill for \$29.95 will be placed in the agent's shopping cart.
5. The agent will see the bill in his/her shopping cart once they log into sentrilock.com. (Please note that the agent will not see a bill for the repair until the lockbox is received) The agent will pay for the repair and indicate where they would like the Lockbox shipped. If there is not an address entered, we will ship the lockbox to the agent's company on file.