



Warranty Returns Policy (Revised 06/2026)

In Warranty Replacement/Repair Information:

Any Kenwood radio that is within the warranty period that does NOT have any physical or liquid damage will be repaired at no charge.

Kenwood two-way radios come with a warranty that varies by model, but is typically two to three years:

- **Kenwood ProTalk** – NXP Series radios come with a three-year warranty.
- **PKT-300** - This radio comes with a two-year warranty

Eligibility for warranty replacement or repair is determined by the serial number on the product or by the original purchase date.

Below is the location that serial numbers and date codes may be found:

Radios: Remove the battery to find the 8-character serial number label on the radio.
(Ex: C1111073)

For all In Warranty returns a completed Service Repair Form must accompany every radio sent into Cutler Communications. Radios sent in without the form completed will be returned un-repaired. When shipping radios in for repair, please make sure that they are completely secure and well cushioned.

In certain cases, a diagnostic and/or estimate fee may apply.

Please contact Cutler Communications with any warranty or service repair issues either via:

E-mail: orderradios@cutlersales.com or by Phone: 631-277-4930

Out of Warranty/Repair Information:

Any Kenwood radio that is out of the warranty period must be handled directly with United Radio. To contact call (800) 634-8606 * Address: 5717 Enterprise Pkwy, East Syracuse NY 13057

Cutler Communications * 22 Colt Court, Ronkonkoma NY 11779* 631-277-4930 *

orderradios@cutlersales.com www.cutlerradios.com