



# SERVICE REQUEST

In most cases, the minimum cost for servicing rack gear is \$250 plus return shipping. After we receive your item, we'll contact you with an estimate. We cannot guarantee any repair costs until the gear is received and inspected.

If you have any questions or concerns about repair costs, please contact us before shipping. If repair is declined or canceled by customer, the job will be subject to an evaluation fee of \$75-\$100.

AMS, ADR, and EMT models are special category jobs with a higher labor rate. For those jobs we also require a signed copy of our Service Agreement for that model.

Please pack your gear very carefully. For 19" rack gear, the carton should be at least 23" wide.

Shipping Address: Studio Electronics, Inc. 3727 W. Magnolia Ave., #410, Burbank, CA 91505

Your Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Your return shipping address: \_\_\_\_\_

Email Address: \_\_\_\_\_

The best phone number to reach you: \_\_\_\_\_ Work ( ) Home ( ) Cell ( )

Alternate phone number, if any: \_\_\_\_\_ Work ( ) Home ( ) Cell ( )

Model and serial number:

Please give us a detailed description of the problem with this unit, and/or any special services that you would like us to perform:

Do you have any special instructions for return shipping? May we use your FEDEX or UPS account? If so, what is your FEDEX or UPS account number?

Please check one of the 3 boxes below:

- Please insure my return shipment for this amount \_\_\_\_\_. (Insurance cost will be added to final invoice)
- Please determine value of item after servicing and insure my shipment for that amount. (Insurance cost will be added to final invoice)
- Do not specify a value or add any return shipping insurance.

Option: Premium XLR adapter cables for vintage gear

For vintage gear with screw terminals for the inputs and outputs, we can install premium XLR adapter cables. They feature Flexo covered Canare Quad Star cable, Neutrik gold XLR's, and heat shrink labels to ID the + and - connections. Our 12 inch set with 1 male and female cable is \$75.00. Other lengths and connector types are available on request.  **Please add a set of SE 12" XLR adapters to this unit.**

Repair labor and materials are guaranteed for 90 days, beginning on the day that the closing invoice is sent to you. Upon completion, we ask that you pay promptly. If a piece of gear is left at our shop over 6 weeks due to lack of response to the estimate, non-payment, or failure to perform pick up, a storage charge of \$20 per week will be charged. Items left over 6 months will be considered abandoned and will be subject to auction under the California mechanic's lien law. If gear is left at our shop for 2 months or more due to non-payment or failure to perform pick up, we may need to re-test the gear before shipping or pick up. If we determine that re-testing is needed, a nominal charge for labor time will be added to the invoice.

**Please sign below to confirm your agreement with all of the above terms and conditions:**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_