

# Royer Labs US Repair Authorization Form

Please fill out this form completely for prompt repair service. Missing information will delay the return of your repaired microphone. If you have not already registered your microphone, enclose your warranty registration form and a copy of the sales receipt for your microphone (or register on our website at [royerlabs.com/warranty.html](http://royerlabs.com/warranty.html)).

Please pack your microphone well before shipping it. See shipping instructions below. Proper shipping allows us to see the condition the microphone was in when it left your hands. Microphones that are not properly packaged can be damaged, voiding your warranty and delaying the repair. **With SF-12s, SF-24s and SF-24Vs, please include the stereo cable for evaluation.**

Please print

NAME /COMPANY: _____		
<b>Return Shipping Address:</b>	<input type="checkbox"/> Residential	<input type="checkbox"/> Business
STREET ADDRESS: _____		
CITY: _____	STATE: _____	ZIP: _____
<b>Contact Information:</b>		
TELEPHONE: _____	EMAIL: _____	

RETURN AUTHORIZATION NUMBER: \_\_\_\_\_

Contact Royer Labs Service Department via email ([support@royerlabs.com](mailto:support@royerlabs.com)) or telephone (818-847-0121) to obtain a Return Authorization Number. **This RA number is required.** Please write this RA# on the outside of the box as well as on any accompanying correspondence.

MICROPHONE: \_\_\_\_\_ SERIAL #: \_\_\_\_\_

REPAIR SERVICE :  NORMAL (7-10 business days)  RUSH (3 business days for R-series mics, 4 business days for SF-series mics)\*

\*Please note Rush Charges: \$40.00 for R-series mics, \$60.00 for SF-series mics.

CHIEF COMPLAINT OF THE PERFORMANCE OF THE MICROPHONE:

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HOW YOU WERE USING THE MICROPHONE:

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WHAT EQUIPMENT YOU WERE USING WITH THE MICROPHONE:

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Signature \_\_\_\_\_

Date \_\_\_\_\_

# SHIPPING YOUR MICROPHONES

Pack your microphone well, like this:



Not like this!



Your microphones are precision instruments and must be carefully packed whenever they are shipped. Even microphones in need of repair or service must be packed sufficiently. Proper evaluation by the service department is only possible if no further damage occurs during shipping.

Send the microphone in its original wooden presentation case. If you have the flannel mic sock or plastic bag, include that as well. If you have the original cardboard box and foam ends that the microphone and presentation case came in, place the presentation case in this box and seal it. If you have discarded these items, wrap the wooden presentation case in bubble wrap.

Either the microphone box with foam ends or the microphone wrapped in bubble wrap should be placed in the center of a larger box with plenty of packing material (peanuts, popcorn, shredded paper, etc.) around the packed mic. Be sure to include the Royer repair authorization form with the microphone. Finally, it is advisable to write "FRAGILE" on several sides of the box. Do not assume that the carrier will be gentle with your package.

Use prepared label below or address the package to:

Royer Labs  
Repair Department  
2711 Empire Ave.  
Burbank, CA 91504

If you have questions, call us at 818-847-0121 or e-mail [support@royerlabs.com](mailto:support@royerlabs.com)



Return Address

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_

STATE \_\_\_\_\_

ZIP \_\_\_\_\_

RA# \_\_\_\_\_

**FRAGILE**

**ROYER LABS  
REPAIR DEPARTMENT  
2711 EMPIRE AVE.  
BURBANK, CA 91504**