

Royer Labs International Repair Authorization Form

Please fill out this form completely for prompt repair service. Missing information will delay the return of your microphone. If you have not registered your microphone, you must enclose a copy of the sales receipt to be eligible for our "first re-ribbon free within first year of purchase" policy.

All repairs must include a **Commercial Invoice stating U.S.A. as the Country of Origin**. On Commercial Invoice state **U.S.A. as Country of Manufacture**. This is vital from a duties standpoint. If either of these two statements are missing, US Customs will charge duties. Any duties assessed will be charged to the owner of the microphone, payable before we can release the microphone.

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. All shipping expenses are the responsibility of the owner. **For SF-12 and SF-24 repairs, please include the stereo cable for evaluation. For R-122V and SF-24V repairs, please include all cables and power supplies for evaluation.**

Please print

NAME /COMPANY: _____		
Return Shipping Address:	<input type="checkbox"/> Residential	<input type="checkbox"/> Business
ADDRESS: _____ _____		
COUNTRY: _____		
Contact Information:		
TELEPHONE: _____	EMAIL: _____	

RETURN AUTHORIZATION NUMBER: _____

Contact Royer Labs Service Department via email (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 #: _____

ARE YOU THE ORIGINAL OWNER: Yes No

WHERE DID YOU PURCHASE THE MICROPHONE? _____

CHIEF COMPLAINT OF THE PERFORMANCE OF THE MICROPHONE: _____

HOW YOU WERE USING THE MICROPHONE? _____

WHAT EQUIPMENT WERE YOU USING WITH THE MICROPHONE?

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
U.S.A.

If you have questions, call us at 818-847-0121 or e-mail support@royerlabs.com



Return Address

NAME _____

ADDRESS _____

COUNTRY _____

RA# _____

FRAGILE

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