

Product | Shipping Instructions

Hi,

We think the only thing worse than a product that doesn't work is a complicated repair process that also doesn't work. To make sure this process is as simple as possible, please read and follow the instructions below and keep a copy for your records.

Please note - do not send stands for musical equipment to us.

Product Information

Record your product information here, just in case you need it later.

Brand/Model/Serial # _____

UPS Tracking # _____

Remember to Protect your Valuable Content

For your privacy, we recommend that you remove sensitive data from your device before shipping it to us. Be sure to back up the content (picture files, video files, etc.) stored on your video game player before sending it to us for repair. This repair process may require memory replacement or formatting; some or all of the content stored on your product may be damaged or erased. We are not responsible for any damage to or loss of content.

*Note regarding illegal content: Any illegal content will be turned over to the appropriate authorities.

For Drum Kit repairs - only send defective components to us.

Four Simple Steps to Get You Back to Normal

- 1) **Fill out the enclosed Product Repair Information Form and include with the product when you send it to us for repair.**
- 2) Package your product in a sturdy cardboard box. The box should be large enough to fit with at least 3-4 inches of extra space on all sides available for packing material. **DO NOT** ship your product in the retail store packaging.
 - a. Make sure the box does not have any old shipping labels on it. This could cause your package to be delayed or lost.
 - b. Use packing materials like bubble wrap or foam wrap. Be sure to include packing material in the bottom of the box to act as a cushion. Set your product on top of the packing material in the box and then add additional packing material around the sides and top to ensure that the product does not move around.
 - c. Use packing or shipping tape to securely close the box.
 - d. For more further assistance packing your product visit:
http://www.ups.com/content/us/en/resources/ship/packaging/guidelines/how_to.html
 - e. **DO NOT** include any accessories with your product.
- 3) Place the pre-addressed return label on the box. **Note:** The link to your label in the email will expire 30 days from receipt.
 - a. Call UPS at 1-800-742-5877 for information on drop off locations or visit www.UPS.com.
- 4) Be on the lookout for updates about your repair process via phone or email.
 - a. You can always track your repair at www.hub.asurion.com/claimstatus. You will need your SR#, which can be found on your shipping label.
 - b. Or call us at 1-877-886-4857. We are available Mon – Fri 7am – 7pm (CST)

Product | Repair Information Form - REQUIRED

To make sure this process is as simple as possible, please provide the information requested below and **include this completed form with your product** when you send it to us for repair. Missing information may delay your repair. NOTE: If you need to update your address, please contact us.

Customer Information

Name _____ Email _____

Address (No PO Boxes) _____ Phone _____

City _____ State _____ Zip _____ Service Request (SR#) if available _____

Note: Your SR# will expire 90 days after you file your claim. If it has been longer than 90 days, you will need to contact us to receive a new Service Request.

Product Information

Brand/Manufacturer _____ Model # _____

Serial # _____

Tell us the problem (use back if necessary) _____

What steps can we take to recreate the problem? _____

Is the problem all the time or sometimes? _____

Attention Please

Here are a few important details you should know. We are not responsible for returning any accessories not listed on this form or for damage to, loss of, or disclosure of any data, picture files, video files, removable storage media or other content on products sent in for repair. **For your privacy, we recommend that you remove sensitive data from your device before shipping it to us. Be sure to back up any data, picture files, video files, removable storage media or other content before sending your product to us.**

Please sign below so that we know that you have read and agree with this important disclaimer.

Thanks!

Signature _____ Print Name _____ Date _____