

# Shipping Instructions | Product

## 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 product 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.

## STEPS FOR GETTING YOUR PRODUCT TO THE REPAIR FACILITY:

- Fill out the enclosed Product Repair Information form and include it with your equipment when you send it to us for repair.
- Pack your product in a sturdy cardboard box 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. Remove any old shipping labels on the box, as this could cause your package to be delayed or lost.
  - b. Use packing materials like bubble wrap or foam wrap. Position packing material around all sides of camera. Make sure packing material fits tightly to ensure camera 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](http://www.ups.com/content/us/en/resources/ship/packaging/guidelines/how_to.html)
  - e. **DO NOT** include any accessories with your product. Please also do not send stands for musical equipment to us.
- Place the pre-addressed return label on the box. **Note:** The link to your label in the email will expire 30 days from receipt.
- Ship your product to us. Call UPS at 1-800-742-5877 or visit [UPS.com](http://UPS.com) for information on drop-off locations.

Note the Tracking # for your records:

\_\_\_\_\_

Note the SR# (Ref. 1) for your records:

\_\_\_\_\_

Questions or comments? Call: 877-886-4857.  
Thank you!



# Repair Information Form | Product

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## PLEASE RETURN THIS FORM WITH YOUR EQUIPMENT

Please make sure you fill out each section of this form so we have the information and permission we need to fix your product as quickly as possible. **NOTE:** If you need to update your address, please contact us.

### CUSTOMER INFORMATION

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

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

Product: \_\_\_\_\_ Brand/Manufacturer: \_\_\_\_\_

Model #: \_\_\_\_\_ Serial #: \_\_\_\_\_

Tell us the problem (use the back if necessary): \_\_\_\_\_

What steps can we take to recreate the problem? \_\_\_\_\_

Is the problem all the time or sometimes? \_\_\_\_\_

**ATTENTION PLEASE:** We are not responsible for returning any accessories 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. Please remove sensitive/personal information and be sure to back up any data, picture files, video files, removable storage media or other content before sending us your product. Any illegal content will be turned over to the appropriate authorities.

Please sign below to confirm your understanding of the repair process. If possible, keep a copy for your records.

Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: \_\_\_\_\_