



**To all Lectrosonics Service Customers –**

**RE: Repair orders and authorizations.**

To improve our repair times and operate more efficiently (and save you time and money as well), Lectrosonics will handle repairs a little differently in the future.

**For all repairs,**

Contact our service department at 1-800-821-1121 and ask for the customer service department or send an email to [service@lectrosonics.com](mailto:service@lectrosonics.com).

Explain the nature of the problem with the product – if it is determined that a repair is needed, the service representative will issue a repair order # (RO#) on the phone and give you instructions for shipping. We will ask for your credit card number for non-warranty repairs when issuing the RO#..

**Warranty Repairs –**

If the unit is a warranty repair – as determined by the date of purchase or when we shipped it, we will issue the RO# and service the unit at no charge. If it has been used in such a fashion that the warranty is voided, then we will contact you with an estimate before continuing. This will happen only if a “warranty” repair proves to be otherwise.

**Non-warranty repairs –**

If it is out of warranty or there is any question regarding warranty status, we will quote, up front, a repair price range – labor plus parts with a minimum/maximum charge. If the unit repair costs fall under the maximum limit, the unit will be shipped and your credit card charged for the repair. If there are extra-ordinary charges beyond the maximum amount, you will be called for authorization before we proceed with the repair. **We will call ONLY if the repair exceeds the quoted maximum.** If the estimate is declined, there will be a \$75 diagnostic and handling charge invoiced to your credit card and we will return the unit un-repaired.

In either case we will need the following information – Model number and serial number of all components, date of purchase, detailed nature of problem and detailed shipping instructions – **To expedite our service, we will ask for your credit card number and/or purchase order number before issuing the repair order number.** This will happen during your initial call for service. This will help us speed up the service time and return your units faster. If you are on a mobile location and need a call for a forwarding address before we ship it back, let us know during the initial call and we will make a note to call for shipping instructions.

By Implementing these simple changes we can streamline the service process and reduce our service time . **These changes will be implemented October 1, 2008.**

Questions? Please call us at 1-800-821-1121.