

Mojave Audio 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 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).

All repairs must include a **commercial Invoice stating US as the Country of Origin**. On Commercial Invoice state **US 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.

Please print

NAME /COMPANY: _____	
<i>Return Shipping Address:</i>	
ADDRESS: _____	

COUNTRY: _____	
<i>Contact Information:</i>	
TELEPHONE: _____	EMAIL: _____

RETURN AUTHORIZATION NUMBER: _____

Contact Royer Labs Service Department via email (support@mojaveaudio.com) or telephone (818-847-0222) 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 #: _____

CHIEF COMPLAINT OF THE PERFORMANCE OF THE MICROPHONE:

HOW YOU WERE USING THE MICROPHONE:

WHAT EQUIPMENT YOU WERE 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.

Address the package to:

Mojave Audio
Repair Department
1118 Chestnut St unit 104
Burbank, CA 91506

If you have questions, call us at 818-847-0222 or e-mail support@mojaveaudio.com