



PRODUCT SERVICE SHEET FOR INTERNATIONAL CUSTOMERS

INSTRUCTIONS

Please fill out all of the fields below and give a concise description of the problems encountered. A list of the input device(s) being used when the problems were observed will be very helpful to our service dept. Please include a printed copy of the completed service sheet in the box when you ship your product.

An RMA number will be provided by Earthworks via e-mail or phone once we have determined that the problem can't be resolved at your location. Please print the RMA# in **BOLD** letters on two sides of the shipping package.

You will be notified by e-mail or phone when your unit is received and when it is ready for return shipment to you. Inquiries about the status of your product should be sent to: service@earthworksaudio.com, and should include the RMA#.

Customers outside the continental US should indicate on the shipping manifest that the product was made in the USA and is being returned for repair. Such customers are responsible for all return shipping costs and duties. Return shipping outside the continental US is via USPS Priority Mail International Service. You will be notified of the total cost of your repair, including shipping. All products must be paid for in full before they are shipped back, unless other arrangements have been made.

PRODUCT INFORMATION

PRODUCT MODEL #	
DATE PURCHASED	
DEALER PURCHASED FROM	
SERIAL NUMBER	
ORIGINAL OWNER? (Y/N)	

(Providing scans of original sales documentation (invoice, receipt, etc.) will greatly speed up warranty claim process.)

PROBLEM DESCRIPTION

Please describe the problem in detail.

Please include information of equipment used.

If you have any audio files, video files, or screenshots of the issue, please include them as well.

ADDITIONAL COMMENTS

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BILLING ADDRESS

NAME	
COMPANY NAME	
ADDRESS 1	
ADDRESS 2	
CITY	
STATE	
POSTAL CODE	
COUNTRY	
PHONE NUMBER	
EMAIL	

SHIPPING ADDRESS

NAME	
COMPANY NAME	
ADDRESS 1	
ADDRESS 2	
CITY	
TERRITORY	
POSTAL CODE	
COUNTRY	
PHONE NUMBER	
EMAIL	

(If billing and return shipping address are the same, leave return shipping address blank)

RMA #	
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(Leave blank. To be completed by Earthworks Audio Inc.)

SHIP YOUR PRODUCT TO

EARTHWORKS AUDIO
37 WILTON RD
SUITE 1
MILFORD, NH 03055

Please DO NOT ship your product until you have received an RMA # from us.