



PRODUCT SERVICE SHEET FOR US 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. Earthworks does not cover the cost of shipping to our headquarters.

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#.

Default return shipping method is UPS and is free within the continental US. If you require expedited return shipping within the US, you will be required to pay the difference between the default and your choice. If you wish use your own carrier's account number, please enter it in the Additional Comments section (using your account will typically speed up the shipping process). 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	
ZIP CODE	
PHONE NUMBER	
EMAIL	

SHIPPING ADDRESS

NAME	
COMPANY NAME	
ADDRESS 1	
ADDRESS 2	
CITY	
STATE	
ZIP CODE	
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 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.