



# 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](mailto: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.

**PLEASE COMPLETE THIS FORM ELECTRONICALLY. YOU MAY ONLY COMPLETE IT BY PRINTING AND WRITING WITH A PEN IF YOU CANNOT COMPLETE IT FROM YOUR COMPUTER.**

## PRODUCT INFORMATION

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

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

## PROBLEM DESCRIPTION

Please select the problem with the microphone:

- DEAD / NOT PASSING AUDIO**
- LOW OUTPUT LEVEL / LOW VOLUME**
- NOISE / STATIC / POPPING, ETC.**

<b>BRAND/MANUFACTURER OF CONSOLE OR INTERFACE BEING USED</b>	
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**AUDIO & VIDEO  
RECORDINGS**

**PLEASE INCLUDE ANY AUDIO FILES, VIDEO FILES, AND/OR IMAGES OF THE  
ISSUE BEING ENCOUNTERED.**

They will help us fix your issue in an easy and timely manner.

**ADDITIONAL COMMENTS**

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**BILLING ADDRESS**

<b>NAME</b>	
<b>COMPANY NAME</b>	
<b>ADDRESS 1</b>	
<b>ADDRESS 2</b>	
<b>CITY</b>	
<b>STATE</b>	
<b>POSTAL CODE</b>	
<b>COUNTRY</b>	
<b>PHONE NUMBER</b>	
<b>EMAIL</b>	

**SHIPPING ADDRESS**

<b>NAME</b>	
<b>COMPANY NAME</b>	
<b>ADDRESS 1</b>	
<b>ADDRESS 2</b>	
<b>CITY</b>	
<b>TERRITORY</b>	
<b>POSTAL CODE</b>	
<b>COUNTRY</b>	
<b>PHONE NUMBER</b>	
<b>EMAIL</b>	

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

<b>RMA #</b>	
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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.*