

**HARMAN LUXURY AUDIO GROUP**  
FACTORY AUTHORIZED SERVICE CENTERS

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### **Obtaining Service**

We take great pride in our Service Partners. Their experience and dedication make these professionals ideally suited to assist with our customers' service needs. If your component must be serviced, please contact one of our service centers.

### **Important!**

It is extremely important that information about a problem be explicit and complete. A specific and comprehensive description of the problem helps the service center locate and repair the difficulty as quickly as possible.

### **Warning!**

All returned units must be properly packaged (preferably in their original packing material). The best way to ensure the safe transit of your unit is to use the original factory packaging. You can order a new set of shipping materials if you need to ship your component and no longer have the original materials. There will be a charge for this service. Neither HARMAN Luxury Audio Group nor the service center can be responsible for shipping damage due to improper (that is, non-original) packaging. We strongly recommend saving all packing materials in case you need to ship your unit.

### **Shipping Information**

The customer sending in the unit pays round-trip shipping on all non-warranty service, and is solely responsible for payment of any charges. It is the customer's responsibility to insure and accept all liability for loss or damage to the product when shipping it to the repair center for service.

Please print out this page, fill in the appropriate data, and send it along with the product that needs to be repaired to the address on page 1 of this document.

MAKE \_\_\_\_\_ MODEL \_\_\_\_\_

SERIAL NUMBER \_\_\_\_\_

ENCLOSED ACCESSORIES \_\_\_\_\_

DATE OF PURCHASE \_\_\_\_\_

RECEIPT ATTACHED \_\_\_\_\_ (must be yes for warranty)

REMOTE MUST BE ENCLOSED \_\_\_\_\_ (check yes)

**CUSTOMER INFORMATION**

PLACE OF PURCHASE \_\_\_\_\_

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE (WORK) \_\_\_\_\_ PHONE (HOME) \_\_\_\_\_

**Please list the complaints:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_ NO WARRANTY

\_\_\_ WARRANTY - CUSTOMER UNIT

\_\_\_ WARRANTY - NEVER WORKED or DIED DURING INSTALL

\_\_\_ WARRANTY - EXCHANGE STOCK WORKED FOR \_\_\_ DAYS

\_\_\_ WARRANTY - DISPLAY STOCK WORKED FOR \_\_\_ DAYS

**REQUEST**

\_\_\_ REPAIR AND RETURN UNDER WARRANTY

\_\_\_ REPAIR AND RETURN IF LESS THAN \$ \_\_\_\_\_

\_\_\_ CALL ESTIMATE

\_\_\_ REPEAT REPAIR, PRIOR TICKET NUMBER \_\_\_\_\_

\_\_\_ OTHER \_\_\_\_\_

**For SERVICE CENTER USE ONLY:**

\_\_\_ OTHER \_\_\_\_\_ SHIPPED OUT DATE \_\_\_\_\_ CARRIER \_\_\_\_\_