

# Royer Labs US Repair Authorization Form

Please fill out this form completely for prompt repair service. Missing information will delay the return of your repaired item. If you have not registered your microphone, you must enclose a copy of the sales receipt to be eligible for our "first re-ribbon free within first year of purchase" policy.

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. All shipping expenses are the responsibility of the owner. Shipping options will be available at the completion of the repair. **For SF-12 and SF-24 repairs, please include the stereo cable set for evaluation. For R-122V and SF-24V repairs, please include all cables and power supplies for evaluation.**

Please print

NAME /COMPANY: _____		
<b>Return Shipping Address:</b>	<input type="checkbox"/> Residential	<input type="checkbox"/> Business
STREET ADDRESS: _____		
CITY: _____	STATE: _____	ZIP: _____
<b>Contact Information:</b>		
TELEPHONE: _____	EMAIL: _____	

RETURN AUTHORIZATION NUMBER: \_\_\_\_\_

Contact Royer Labs Service Department via email ([support@royerlabs.com](mailto:support@royerlabs.com)) or telephone (818-847-0121) 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 #: \_\_\_\_\_

ACCESSORY: \_\_\_\_\_ ARE YOU THE ORIGINAL OWNER:  Yes  No

REPAIR SERVICE:  NORMAL (7-10 business days)  RUSH (3 business days for R series mics, 4 business days for SF series mics)\*

*Due to the CA COVID-19 CA State Orders currently in place, Royer microphone repairs may take longer than usual. We are currently not accepting any rush repairs. We appreciate your patience at this time and are doing our utmost to serve our community.*

WHERE AND WHEN DID YOU PURCHASE THIS PRODUCT? \_\_\_\_\_

CHIEF COMPLAINT OR PERFORMANCE ISSUE: \_\_\_\_\_

HOW WERE YOU USING THE MICROPHONE OR ACCESSORY? \_\_\_\_\_

WHAT EQUIPMENT WERE YOU USING WITH THE MICROPHONE OR ACCESSORY? \_\_\_\_\_

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.

Use prepared label below or address the package to:

Royer Labs  
Repair Department  
2711 Empire Ave.  
Burbank, CA 91504

If you have questions, call us at 818-847-0121 or e-mail [support@royerlabs.com](mailto:support@royerlabs.com)

✂ \_\_\_\_\_

Return Address

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

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

RA# \_\_\_\_\_

**FRAGILE**

**ROYER LABS  
REPAIR DEPARTMENT  
2711 EMPIRE AVE.  
BURBANK, CA 91504**