

REPAIR AUTHORIZATION FORM Job # _____



(616) 735-9049 Ph
(616) 735-9056 Fax
528 Butterworth SW
Grand Rapids, MI 49504
onstageservices.com

Customer: _____ Date: _____
Address: _____ Make: _____
_____ Model: _____
Phone #: _____ Serial: _____
Email: _____ Notes: _____
Rush (\$50): _____ Need by: _____ Paid: _____
Schematic: _____
Problem: _____

Included: _____

REPAIR POLICY

- NON-WARRANTY REPAIR** Non-warranty repairs have a minimum charge of **\$60**.
Repairs are billed at \$60/hr. in 1/2 hr. increments.
This charge applies even if we find nothing wrong with your equipment.
Consider the value of your equipment before having it repaired.
- WARRANTY REPAIR** Please provide a copy of the original purchase receipt or you will be charged for the repair. Be sure to check with the manufacturer, as many do not cover repairs related to jacks, tubes, speakers, operator error, etc.
If not covered by warranty, YOU are responsible for the minimum \$60 charge.
- ESTIMATE** We will call with an estimate if the repair will exceed 1 hour. If you must have a quote ahead of time, expect a slight increase in repair cost and time of completion since we will have to reassemble and store the unit until we receive your approval.
- TURNAROUND** Estimated turn-around time for this repair is 2 weeks but may be longer if specialized parts are needed. We do not guarantee turn-around time, and times vary from week to week depending on workload.
- 30 DAY WARRANTY** We guarantee our work for 30 days. Please return the equipment within 30 days and we will apply the initial fee to any subsequent repair charge.
- PICKUP** We will contact you upon completion of the repair. Please pick up your equipment as soon as possible. After a second attempt to contact you we will store the equipment for 30 days then dispose of it at our discretion. Please notify us in writing if there is a change in your contact information.
- PAYMENT** We accept CASH, CREDIT, or DEBIT. Checks are not accepted.

I have read and agree to its terms, conditions and policies. Signature: _____

For your protection bring this form or your Driver's License to On Stage Services to pick up your equipment.