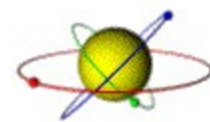


## TERMS and CONDITIONS of ACCOUNT



Between  
**AUDIO ELECTRONICS DALLAS**  
 And  
**Customer**

The customer engages Audio Electronics Dallas (the company) requesting technical services and hereby agrees to the company's terms and conditions as indicated below. In addition, the customer agrees to the Service Minimum Schedule fee and (if requested) Priority Service fee as defined below. An additional 10% amount is also accepted to allow for minor parts when needed. Should technical service require exceeding the scheduled amounts, the customer will be provided an estimate requiring their approval before proceeding with service. Service estimates do not include applicable sales tax, return shipping costs, or special parts order freight charges.

### Service Minimum Schedule

**\$20** – Individual speaker recone service

**\$40** - Passive speaker cabinets – Wired microphones

**\$80** - Powered speaker cabinets – Power Amplifiers - Combo Amps – Analog Mixers (1-12 channels)  
 Keyboards - DJ equipment – CD equipment – Wireless Microphones – Effects Pedals

**\$120** - Vintage / Console Keyboards – Analog Mixers (13-24 channels)

**\$160** - Digital Mixers – Analog Mixers (25+ channels)

### Priority Services

Priority Service is an expedited diagnostic service performed within a specified period as indicated below. Priority Service is not a promise date of repair completion as there are sometimes unknown factors such as non-stocked parts needed to complete a repair.

**\$25 Priority** - Diagnosis within 1 business week

**\$50 Super Priority** - Diagnosis within 1 business day

### Payment Due at Check-In

Varies from **\$20 - \$160**. The amount due is determined based on the customer's equipment category as defined in the Service Minimum Schedule + any elected Priority Service + applicable Sales Tax. Payments received at check-in apply towards approved or declined estimates.

### Warranty Service Request statement:

Audio Electronics Dallas is an Authorized Service Center for numerous manufacturers and accepts most warranty service requests. Most manufacturers have warranty limitations on their products and therefore certain repairs may not be eligible for warranty coverage. Due to these limitations, eligibility sometimes can only be determined after a technician has diagnosed the equipment and our claims administrator has reviewed the manufacturer's policy and the product's limitation.

**Due to product warranty limitations we require our customer to acknowledge this Warranty Service Request statement and agree to the SERVICE MINIMUM CHARGE in the event of warranty denial.** \_\_\_\_\_ < initial here

Warranty service requests can not be considered until initial proof of warranty is established. Audio Electronics Dallas assumes the customer has read and understands the terms and limitations of any applicable manufacturer warranty.

### TERMS and CONDITIONS

In addition to the above charge schedules, customer also agrees to the following additional charges when applicable:

Charges, fees, and expenses which are not eligible under manufacturers warranty or other extended warranty plans. Collection and / or legal fees incurred by Audio Electronics Dallas should the customers account become delinquent.

Customer notification of service completion is made via telephone, email, or post card.

Equipment unclaimed 30 days past service completion will be subject to storage fees of \$4.00 per day. Equipment unclaimed past 90 days will be considered abandoned and become the property of Audio Electronics and will be disposed of accordingly.

Shop warranty on non-warranty repairs is 30 days for repairs covering original parts and labor.

Audio Electronics Dallas will not be held liable for customer incurred transportation costs associated with delivery or return of their equipment.

Audio Electronics Dallas is happy to return ship your equipment back to you provided your box meets UPS minimum requirements for strength and large enough for 3" padding space all around your equipment to allow for adequate protection. Unfortunately we do not have the time or resources to provide boxes and we cannot assume liability for non-compliant boxes in case of shipping damage.

**DISCLAIMER** – The customers agrees that Audio Electronics Dallas shall not be held liable in any event for indirect, incidental, or consequential damages associated with services provided. I authorize Audio Electronics Dallas to evaluate and operate my equipment at my sole risk for purposes of diagnosis, testing and repair. I accept responsibility for backing up any stored data on said equipment and I will not hold Audio Electronics Dallas liable for any lost data that might occur.

Print Name \_\_\_\_\_ Customer Signature \_\_\_\_\_ Date \_\_\_\_\_