

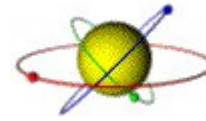
Service Order Request Web Form

Audio Electronics Dallas
10870 Plano Rd. Ste. C
Dallas, TX 75238

214-349-5000 / 800-466-2372 / 214-349-5066 Fax

Email: aed@audioelectronics.com

Business Hours: M-F 10-7



Customer Contact Information

Name / Organization: _____

Return Address: _____

City/State/Zip: _____

Daytime Telephone: _____ Alternate: _____

Email: _____

Equipment Information

Manufacturer: _____

Model: _____

Serial #: _____

Problem: _____

Please indicate with a check mark billing and service type requested.

Bill type: Non-Warranty _____ Warranty _____ (legible sales copy required)

Service type:

Standard _____ (diagnosis lead time varies from 4-6 weeks depending on current work load, no additional cost)

\$25 Priority _____ (diagnosis within 1 business week)

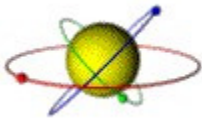
\$50 Super Priority _____ (diagnosis within 1 business day)

Priority service is an expedited diagnostic service performed within the specified period it is not a statement date of repair completion.

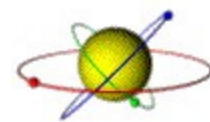
I have signed and included along with my equipment the Audio Electronics Dallas' document titled TERMS and CONDITIONS of ACCOUNT.

Print Name

Signature



TERMS and CONDITIONS of ACCOUNT



Between
AUDIO ELECTRONICS DALLAS
 And
Customer

The customer engages Audio Electronics Dallas for technical services and hereby agrees to the company's terms and conditions as set forth. In addition, the customer agrees to the product category Service Minimum Schedule fee and if elected Priority Service fee. Should services require exceeding the product category scheduled minimum amount; the customer is provided an estimate for approval before proceeding. Service minimum amounts collected during equipment check in, apply towards final service invoice total. Please note estimates do not include applicable sales tax or applicable 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 and Console Keyboards / or Analog Mixers 13 to 24 channels
- \$160** – All Digital Mixers / or Analog Mixers 25 channels and up

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 Statement:

Audio Electronics Dallas is an Independent Authorized Service Center for numerous equipment manufacturers and accepts most warranty service requests. Audio Electronics Dallas assumes its customers requesting product service under manufacturer's coverage have read and understand the terms and coverage limitations of their product warranty. Equipment accepted under a warranty request could later be determined as not eligible due to the manufacturer warranty policy or coverage limitation and may incur a service charge. The determination of warranty eligibility can only be made once our technicians have diagnosed the product and administration has determined if the product falls within the manufacturer's guideline for warranty coverage. It is at this juncture of the process that we are able to determine product eligibility. Should a product be determined as not eligible for warranty coverage, an estimate is provided to the customer for their approval.

In cases of product not be eligible for warranty coverage, the customer agrees to the Service Minimum Schedule CHARGE for their product category or the approved estimate CHARGE, which ever is applicable.

TERMS & CONDITIONS

In addition to the above, customer also agrees to the following additional items when applicable:
 Charges, fees, and expenses which are not eligible under manufacturers warranty or other extended warranty plans. Collection and legal fees incurred by Audio Electronics Dallas should the customers account become delinquent and or unpaid.

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

Equipment unclaimed 15 days past service completion is subject to storage fees of \$4.00 per day. Equipment unclaimed past 30 days from completion is considered abandoned and become the property of Audio Electronics and will be disposed accordingly.

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

Customer is responsible for all transportation costs associated with the delivery or return of their equipment.

On equipment shipped back to customers, customer agrees to NOT hold Audio Electronics Dallas liable for any shipping damage that may occur due to mishandling of their equipment by the freight company.

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 _____