



Return Authorization Form

RA#	
Date	

Instructions

The Return Authorization (RA) form is used for all warranty and non-warranty repairs and upgrades. Please follow the steps below to ensure the equipment is serviced correctly and quickly.

- (1) Please fill out this form and send it to Goldmund USA (email: repair@goldmundusa.com, or fax: 818-774-1623)
- (2) Goldmund USA will issue an RA number and provide warranty status information.
- (3) For non-warranty items, there is a non-refundable \$300 (USD) charge. This amount must be paid prior to the equipment being sent to Goldmund USA. The \$300 will be deducted from any repair/upgrade costs. Please call for credit card payment options.

Client Information

Name _____

Address _____

City _____ State _____ Zip Code _____

Phone _____ Email _____

Fax _____

Best way to contact Email Call Daytime Call Evening

Equipment Information

Product Description _____

Model _____ Serial Number _____

Purchase Date* _____ Purchase Location* _____

Customer ID _____

Warranty Status Covered Not Covered

* You may also attach a copy of the original purchase invoice.



Problem Description

Please describe the problem/symptom in as much detail as you can. Use additional sheet if necessary.

Please summarize your home theater, stereo system. This allows our technicians to better troubleshoot the problem. Use additional sheet if necessary.

Shipping

When shipping Goldmund equipment, be sure to keep the following in mind:

- (1) Be sure to use original packaging and foam. Please contact Goldmund for replacement packaging availability and pricing or for specific shipping/packaging questions.
- (2) Be sure to insure the shipment for the replacement value.
- (3) Be sure to send shipping/tracking information to Goldmund USA (email: repair@goldmundusa.com, or fax: 818-719-6525).
- (4) Be sure to write the RA Number on the outside of the box.
- (5) Goldmund recommends shipping via Federal Express Air to ensure proper handling of the package during transit (1-800-GO-FEDEX / www.fedex.com).
- (6) Send shipments to:

GOLDMUND USA
ATTENTION: RA#
3707 Winford Drive
Tarzana, CA 91356