# **RETURN AUTHORIZATION FORM**

This form must be returned inside the box with the speaker or drivers needing repair. A separate form is required for each box returned. You do not need to send in the troubleshooting guide and instructions.

# VANDERSTEEN AUDIO 116 West Fourth Street Hanford, CA 93230 Phone# 559-582-0324 www.vandersteen.com

YOUR PHONE NUMBERS: Day:

Evening:

Today's Date:

#### YOUR SHIPPING ADDRESS:

**One letter, punctuation mark or space per box.** To work with our computer, **your address must fit in the boxes provided.** Addresses with too many characters will delay the update until usable address is received. Please abbreviate if necessary. Please write legibly.

Nam	e: ]	Fir	st,	La	st																	
Street Address:																						
City, State, Zip:																						
We writes S lem l hold pleas	Spe bec shi	ake aus pm	ers, e n ent	wh o o un	nich ne til	i wi is a we	ill l ava reo	be i ilal ceiv	retu ble ve j	irne at l pay	ed l hor me	by t ne, nt.	truc If	ck). cł yo	If nec u h	C. k h ave	O.l ere e ar	D. i an	s a d v	pro ve v	ob- vill	l

## **REQUIRED FIELD**

If this section is not completed, your repair can not be processed.

SPEAKER MODEL NUMBER: \_

**SPEAKER SERIAL NUMBER:** 

PLEASE DESCRIBE THE PROBLEM: \_

UNDER WHAT CONDITIONS DOES THE PROBLEM OCCUR:

AMPLIFIER USED:

Please see the troubleshooting guide and instructions on the second and third pages:

Speakers determined by Vandersteen Audio to require repair due to a defect in materials or workmanship that are within the applicable warranty period will be repaired for no charge and returned to the shipping address above.

Speakers determined by Vandersteen Audio require repair due to factors other than a defect in materials or workmanship, ie: burned or bottomed voice coils, burned crossover components, physical damage etc., will be returned COD requiring a money order or cashiers check for the amount of the repair and return shipping.

(Sorry, we are not able to accept personal checks and UPS no longer accepts cash for COD shipments.)

Do not send any payment with the speaker or drivers you are returning for repair. If there is a charge, the repaired item(s) will be returned UPS COD money order or cashier's check.

### SHIPPING WEIGHTS:

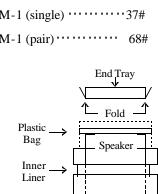
1B & 1C 51#	VCC-1 ····· 28#
2, 2A & 2B ····· 60#	VLR 27#
2Ce & 2Ce Sig70#	VSM-1 (single)
2C & 2Ci 68#	VSM-1 (pair) 68#
3, 3A & 3A Sig ······ 103#	

### PACKING INSTRUCTIONS

Place the speaker into the plastic bag, inner liner and outer box as shown in the diagram to the right. Use an end tray on each end of the speaker to space the speaker away from the ends of the box. <u>The open</u> <u>areas of the end trays must face away</u> <u>from the speaker as shown.</u>

If you do not have both end trays, use enough folded cardboard or bubble pack to space the speaker away from both ends of the box and keep the speaker from moving.

Place the speaker right-side-up in the box. <u>The top of the speaker must be at</u> the top of the box.



Outer

Box

