

RMA FORM



This form must be included inside the box with the unit being sent back to us. If this RMA form is not filled out completely and included with the unit, all repair/diagnostic work will be delayed until the necessary information is gathered.

RMA's are scheduled in advance according to the next available date on our calendar. We typically turn around repairs in **7-10 business days** from the scheduled date.

Prior to shipping, please be sure to follow all troubleshooting instructions given to you by the BLA customer service representative to ensure that the problem is with the item being sent in and not elsewhere in your environment, such as with other gear, cables, software, or user error.

If we are unable to replicate the issue reported and/or find no problem with your unit, a nominal bench fee will be assessed.

We advise shipping the unit in a sturdy corrugated box with at least 2 - 4 inches of packing foam/peanuts surrounding it. We will not ship a poorly packaged unit back to our customers as it creates an unnecessarily high risk of damage during transport. Insurance does not cover damage to improperly packed items, therefore please pack thoroughly to avoid any additional charges for packaging materials. We will not be held accountable or liable for damage incurred during shipping due to inadequate packaging.

Your Name (PRINT): _____

Return Shipping Address: _____

Phone #: _____

Email Address: _____

Make / Model of unit: _____

Serial # of unit: _____

Please give a detailed description of the problem, and any additional comments (continue on other side if necessary): _____

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