Since 1946

CARVIN

Guitars • Amplifiers • Pro Audio

# RMA REPAIR FORM

**Print and Include with Repair Unit**

**Read LIMITED WARRANTY before filling out**

Please complete on-screen or print to fill out. Include one copy with the product.

CUSTOMER NAME _____ DATE: _____

CUSTOMER ADDRESS

ADDRESS: _____

_____

CITY: _____ STATE: _____ ZIP _____

SHIPPING ADDRESS (check if same as customer address) ☐

ADDRESS: _____

_____

CITY: _____ STATE: _____ ZIP _____

CELL PHONE: _____ HOME/BUS. PHONE: _____ EMAIL: _____

MODEL: _____ SERIAL #: (if applicable) _____ INVOICE # _____ PURCHASE DATE: _____

**INSTRUCTIONS:**

1) Ship to **CARVIN SERVICE DEPT 12340 World Trade Dr., San Diego, CA 92128**. 2) Once your package is received, a confirmation email will be sent. When the repair is complete you will get a 2nd email notification. If out of warranty, you may call 800-854-2235 with payment.

**PLEASE CHECK ONE:**

☐ **WARRANTY REPAIR NO CHARGE**
For items eligible for repair under USA Limited Warranty

☐ **OUT OF WARRANTY REPAIR REPAIR FEE**
see carvinservice.com for pricing

☐ **OUT OF WARRANTY EXCHANGE FOR NEW PRODUCT**
see carvinservice.com for pricing

**USA LIMITED WARRANTY** For all other customers, see **carvinworld.com** for warranty information.

CARVIN products are warranted against defective materials and workmanship for 1 YEAR. 3 YEARS for DCML & HD Series Power Amps & active or passive Loudspeakers. 5 YEARS for Guitars and Basses. 90 DAYS on items purchased as individual parts such as Tubes, Pickups, Speaker Components, and Wireless Systems.

Guitars and basses are warranted against defective materials and workmanship except for: a) fret wear, b) broken truss rods due to improper adjustment and c) crack or warping due to extreme weather conditions.

The Limited Warranty for all products is void under the following conditions: a) damage caused by AC power interruption or surge, b) any modified product, c) speakers with burned, damaged or open voice coils, d) moisture damage, e) salt/smoke/contaminants, f) natural disasters, g) accidents, h) abuse, i) lack of reasonable care j) incorrect use and k) improper storage. This warranty is in lieu of all other warranties expressed or implied. No representative or person is authorized to represent or assume for CARVIN any liability in connection with the sale of servicing of CARVIN products. CARVIN shall not be liable for incidental or consequential damages including damage to speakers or horn drivers caused by this unit.

For USA warranties, CARVIN provides its own service and parts at no charge providing: a) covered under warranty, b) customer provides "proof of purchase" and c) the unit is returned properly packed. Carvin is not responsible for shipping damage. If covered under warranty: 1 to 30 days, Carvin pays ground shipping both ways. 31 days to 365 days, customer pays shipping to Carvin, Carvin pays return ground shipping. However, to qualify for Carvin to pay for shipping, it has to be a valid product defect and not an oversight or user error. Over one year, customer pays shipping both ways. Repair charges must be paid within 45 days of repair completion or it becomes the property of Carvin.

**SYMPTOMS**

Please verify the problem is a valid product defect and not an oversight or user error. Please give detailed information about each problem. Intermittent problems are difficult to recreate, so please be as detailed as possible. Please provide any and all trouble-shooting you may have conducted which may include, verifying AC power, check fuse, cables, tubes and all components connected. With instruments, please describe symptoms related to tuning and action and list your preferred string gauge. When describing problems with guitar electronics/pickups, list the amp settings (gain/drive, treble, etc.).