

## SERVICE REQUEST FORM MILAB AND PEARL MICROPHONES

<b>Reference/RMA number:</b>	<b>Date:</b>
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Do NOT ship any products unless a reference number has been assigned to your service request. Contact us if you have not received a number. A reference number consists of an R, six figures and a letter – for instance: R123456A.

Customer information	
<b>Name:</b>	
<b>Company name (if applicable):</b>	
<b>VAT number (if applicable):</b>	
<b>Phone (including country code):</b>	
<b>Email:</b>	
<b>Country:</b>	

Return shipping address	
<b>Name:</b>	
<b>Company name (if applicable):</b>	
<b>Street address:</b>	
<b>City/state:</b>	<b>Postal/ZIP code:</b>
<b>Country:</b>	
<b>Shipping carrier:</b>	<b>Account number:</b>
<b>Shipping instructions:</b>	

If you do not provide shipping instructions, we will use our preferred method and add the shipping charges to your invoice.

Product information 1 <sup>st</sup> microphone		
<b>Model:</b>	<b>Serial number:</b>	<b>Warranty* (yes/no/unknown):</b>
<b>Problem description/service request:</b>		

\*Our service team will determine the warranty status based on the serial number and an examination of the microphone. If it is not deemed a warranty repair, regular service charges will apply (see Terms and Conditions).

**Address:**  
Milab Microphones AB  
Gevärsgratan 20  
SE-254 66 Helsingborg  
Sweden

**E-mail:**  
milab@milabmic.com  
**Website:**  
www.milabmic.com

**Phone:**  
+46 42 381620  
**VAT. No.**  
SE556460660501

**Org. No.**  
556460-6605  
**EORI No.**  
SE5564606605

Product information 2 <sup>nd</sup> microphone		
Model:	Serial number:	Warranty* (yes/no/unknown):
Problem description/service request:		

Product information 3 <sup>rd</sup> microphone		
Model:	Serial number:	Warranty* (yes/no/unknown):
Problem description/service request:		

Product information 4 <sup>th</sup> microphone		
Model:	Serial number:	Warranty* (yes/no/unknown):
Problem description/service request:		

If you are sending more than four microphones, please write additional product information on a separate document.

**Please send your microphones (well-protected) together with a printed copy of this form to:**

**Milab Microphones AB  
Gevärsgratan 20  
SE-254 66 Helsingborg  
SWEDEN**

#### Terms and Conditions

1. For non-warranty repairs, service charges usually consist of four parts: the start-up cost, labour, parts, and shipping.

The start-up cost is **450 SEK**, excl. VAT, for the first microphone. This charge includes fault detection, lab testing (including a new frequency chart) and administration. For every additional microphone in the same shipment, the start-up cost is **150 SEK**, excl. VAT. As an example, sending three microphones will generate a total start-up cost of 750 SEK (450 + 150 + 150).

After the fault detection, we will get back to you with an estimate and await your approval before we proceed with the repair work. If you do not wish to proceed, we will return the products and only charge for the start-up cost and return shipping.

Labour is **900 SEK** per hour and is charged in half hour blocks.

2. All prices quoted are in **SWEDISH KRONOR** and exclude charges for shipping and handling, insurance, Goods and Services, Tax and any other forms of custom/toll fees.
3. Delivery Terms: - FCA Incoterms® 2020
4. All Milab microphones produced after 1 January 1997 and Pearl microphones produced after 1 January 2022 are covered by our **Lifetime Warranty**. For terms and conditions, please visit: [www.milabmic.com/warranty/](http://www.milabmic.com/warranty/)

**Mailing address:**  
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Gevärsgratan 20  
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