

# Sennheiser Request for Service



Phone: 860-434-9190x2  
Fax: 860-434-1759  
Email: service@sennheiserusa.com

## INCLUDE THIS FORM WITH YOUR REPAIR

	Billing Address	Shipping Address (if different)
Company		
Name		
Address		
City, State, Zip		
Phone/Fax		
E-Mail*		

\*Required to receive confirmation of receipt and tracking for your repair.

### Item Information (for pricing see price schedule on second page)

Item	Qty	Serial #	Problem Description	Price
Total				

### Payment Information

Check #			
Charge	Visa <input type="checkbox"/> MC <input type="checkbox"/> Amex <input type="checkbox"/> Discover <input type="checkbox"/>	Exp:	
	Number:		
PO Num.*			

\* Commercial customers with existing accounts only.

- **Send this form with your repair, keep a second copy for your records.**
- **A copy of your original sales receipt is required for warranty verification.**
- We suggest prepayment to expedite turnaround time. Should the cost vary we will contact you.
- Please do NOT use styrofoam peanuts as packing material.
- Cut off bottom portion of this page for mailing label.

To:  
Sennheiser Electronic Corporation  
Attn: Service Department  
1 Enterprise Drive  
Old Lyme, CT 06371

# Sennheiser Repair Pricing & Policies



All prices include shipping and handling for current models only! All prices are per piece.  
Flat rates apply for the following products:

Headphones	<b>\$49.95</b> <ul style="list-style-type: none"> <li>• TV Listening Systems</li> </ul>
Wired Microphones	<b>\$49.95</b> <ul style="list-style-type: none"> <li>• Evolution wired series</li> <li>• MD42/46</li> <li>• MKE connector replacements</li> </ul>
Headsets	<b>\$99.95</b> <ul style="list-style-type: none"> <li>• Broadcast &amp; Aviation headsets</li> </ul>

To minimize delays of your repair please pre-pay via check or credit card the amounts for items listed above.

- Repairs in warranty with a copy of the original sales receipt are free of charge. Please see our policy/warranty statement on line at [www.sennheiserusa.com](http://www.sennheiserusa.com).
- This pricing covers most products returned for service. If the repair will not be cost effective because the product is too damaged or is obsolete, you will be contacted with an estimate or you may be offered a replacement product at a higher replacement cost of 50% of MSRP.
- **Prepayment is required for us to process all non-warranty flat rate repairs. Please include a check or valid credit card information with your equipment. Flat rate repairs sent in without prepayment will be returned to the customer unrepaired.**
- At our discretion we will swap your product with factory refurbished product.
- UPS ground return shipping included.
- Expedited shipping (up to 15lb): UPS 2 Day \$20, UPS Next Day \$30.
- Our rate for labor on non flat rate repairs is \$100 per hour, plus the price of parts replaced.
- Note: A \$35 minimum charge will apply to declined estimates.
- Returns/Repairs are considered abandoned if we don't hear from you within 30 days after our last attempt at contacting you with a certified letter, and the product will be disposed of at our discretion.
- For additional policies please see our policy/warranty statement on line at [www.sennheiserusa.com](http://www.sennheiserusa.com).

**For items not listed above, please see the maximum suggested amounts below. If the estimate goes beyond this amount we will contact you. If the cost to repair is less we will charge you accordingly.**

Suggested preauthorization levels	<b>\$300</b> <ul style="list-style-type: none"> <li>• MD400 series</li> <li>• ME6x series</li> <li>• Neumann condenser mics</li> <li>• K&amp;H speakers</li> <li>• HHB products</li> </ul>	<b>\$500</b> <ul style="list-style-type: none"> <li>• MKH50 and below</li> <li>• Neumann TLM mics</li> </ul>	<b>\$1,000</b> <ul style="list-style-type: none"> <li>• MKH60 and above</li> <li>• Neumann large diaphragm mics</li> </ul>
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