

# CAE Sound

## WARRANTY REPAIR CONTRACT

We handle All Service Work Honestly, Efficiently and at a Fair Price.  
SHOULD YOU EVER HAVE A QUESTION REGARDING OUR WORK PLEASE FEEL FREE TO BRING IT TO OUR ATTENTION.

I, the owner or authorized agent of the owner (Hereinafter referred to as "The Customer") of the following equipment:

Refer to Work order # \_\_\_\_\_ Date: \_\_\_\_\_ Authorize the repair work set forth herein, to be completed by CAE SOUND (Hereinafter referred to a "CAE") The Customer, agrees and acknowledges that, **CAE, is not responsible for loss or damage to The Customer's equipment or accessories accompanying the equipment including, but, not limited to fire, theft or any acts of God that are beyond the control of CAE, as well as any delays caused by unavailability of parts and/or materials.** The Customer also authorizes CAE, its agents and its representatives to operate the equipment herein described for the purpose of inspection, testing and or QC burn in.

**Please fill out our Warranty Service Request Form and declare all Accessories**

**The Customer is responsible for all charges incurred including, but, not limited to the following: No Problem Found (NPF) charges as some Companies do not pay for NPF. Estimate or diagnostic charges, repair charges, shipping charges, phone, FAX, and or COD charges, Rush Fees, etc. All Standard Rates apply per our "Basic Pricing Guide"**

**Estimates** must be requested at the time the **Work Order** is written. Our Minimum charge will be collected to cover the expenses of diagnosing the malfunction, not necessarily the repair. Estimates Fees cover disassembly, testing, diagnosis, writing the Estimate Report and reassembly of the equipment.

**Please Read Your Warranty Carefully, We Do Not Negotiate Your Warranty for You!**

### **NOTICE: Disclaimer**

**CAE is NOT responsible, for any delays caused by unavailability of parts and or materials.**

Please be aware that the contents of memory may at times be lost; when the unit is repaired or when a malfunction has occurred. Important data should be stored on an external medium such as RAM CARD OR DISK, Thumb drive or hand written. During repairs, due care is taken to avoid the loss of data, however, in certain cases, we regret that it may be impossible to restore the data.

**We are not responsible for lost data. PLEASE BACK UP YOUR DATA CAREFULLY!!**

### **Special Services Fee:**

For our Customers who need Special Services, we will charge an Special Service Fee.

Warranty Validation will carry a Special Service Fee to investigate your Warranty.

This Fee will apply for those who need CAE to follow up on Parts or Material Delays, Back Orders or slow responses to our questions.

Rush Shipping and extra communications will be charged to you.

A minimum of \$35.00 will be collected to cover our costs to expedite your repair. This is an Extra Service, not covered by your Manufacturers Warranty Reimbursement.

I authorize Special Service Fee at \$35.00 / hr.

YES:

Customer's Initials:

This fee is paid at check in, or upon request.

**STORAGE FEES OF \$3.00 A DAY, WILL BE CHARGED ON ALL UNITS LEFT OVER 30 DAYS, EQUIPMENT LEFT OVER 90 DAYS WILL BE SOLD.**

**There may be extra charges for large or heavy instruments that require two persons to lift or move it.**

I HAVE READ AND UNDERSTAND AND HEREBY ACKNOWLEDGE RECEIPT OF A COPY OF THIS CONTRACT

X\_\_\_\_\_ Customer Signature    Date \_\_\_\_\_

10/15/2013 PBM Warranty Repair Contract    6.xx