

HARMAN LUXURY AUDIO GROUP
FACTORY AUTHORIZED SERVICE CENTERS

George Meyer A/V
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310-820-3480
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www.georgemeyer-av.com

Pyramid Audio
305 East Braker Lane
Austin, TX 78753
(512) 458-8292
tech@pyramid-audio.com
<http://www.pyramid-audio.com>

Technetron
29 East 31st Street 2nd Floor
New York, NY 10016
(212) 725-8778
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United Radio
5717 Enterprise Parkway
East Syracuse, NY 13057
Toll-free: 800-634-8606
(315) 446-8700
customerservice@unitedradio.com
<http://www.unitedradio.com>

Obtaining Service

We take great pride in our Service Partners. Their experience and dedication make these professionals ideally suited to assist with our customers' service needs. If your component must be serviced, please contact one of our service centers.

Important!

It is extremely important that information about a problem be explicit and complete. A specific and comprehensive description of the problem helps the service center locate and repair the difficulty as quickly as possible.

Warning!

All returned units must be properly packaged (preferably in their original packing material). The best way to ensure the safe transit of your unit is to use the original factory packaging. You can order a new set of shipping materials if you need to ship your component and no longer have the original materials. There will be a charge for this service. Neither HARMAN Luxury Audio Group nor the service center can be responsible for shipping damage due to improper (that is, non-original) packaging. We strongly recommend saving all packing materials in case you need to ship your unit.

Shipping Information

The customer sending in the unit pays round-trip shipping on all non-warranty service, and is solely responsible for payment of any charges. It is the customer's responsibility to insure and accept all liability for loss or damage to the product when shipping it to the repair center for service.

Please print out this page, fill in the appropriate data, and send it along with the product that needs to be repaired to the address on page 1 of this document.

MAKE _____ MODEL _____

SERIAL NUMBER _____

ENCLOSED ACCESSORIES _____

DATE OF PURCHASE _____

RECEIPT ATTACHED _____ (must be yes for warranty)

REMOTE MUST BE ENCLOSED _____ (check yes)

CUSTOMER INFORMATION

PLACE OF PURCHASE _____

NAME _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE (WORK) _____ PHONE (HOME) _____

Please list the complaints:

___ NO WARRANTY

___ WARRANTY - CUSTOMER UNIT

___ WARRANTY - NEVER WORKED or DIED DURING INSTALL

___ WARRANTY - EXCHANGE STOCK WORKED FOR ___ DAYS

___ WARRANTY - DISPLAY STOCK WORKED FOR ___ DAYS

REQUEST

___ REPAIR AND RETURN UNDER WARRANTY

___ REPAIR AND RETURN IF LESS THAN \$ _____

___ CALL ESTIMATE

___ REPEAT REPAIR, PRIOR TICKET NUMBER _____

___ OTHER _____

For SERVICE CENTER USE ONLY:

___ OTHER _____ SHIPPED OUT DATE _____ CARRIER _____