Repair Form

In order to keep the repair time short and provide high quality service, we kindly ask you to fill out the grey boxes of this form and include one form for every item you return for repair to Riedel.

For any queries please contact:
customerservice-us@riedel.net

Riedel Communications Inc.
- Repairs -
25702 Rye Canyon Road
Santa Clarita, CA 91355
USA

return address		invoice address *if different from return address*	
customer		*customer*	
street		*street*	
city / zip code		*city / zip code*	
country		*country*	
		email	

contact person		date	
phone or email		product type	
customer id		serial number	
end customer		firmware version	
Riedel case id (RCID)		*if known*	
customers process no.		*if applicable – to match your PO/internal number on the delivery note*	

fault description

- ☐ in warranty time
- ☐ dead on arrival
- ☐ damaged packaging
- ☐ mechanical fault
- ☐ electrical fault – audio
- ☐ electrical fault – general
- ☐ sporadic
- ☐ unknown

extra services

- ☐ cost estimate
- ☐ express repair   *guarantees processing within 5 working days, plus delivery time, 220 USD per device, available for Riedel branded devices*

please complete with a short fault description