

**LAB USE ONLY**

Send this service request &amp; repair to:

Alien Ears  
8348 Little Rd  
Suite 109  
New Port Richey, FL 34654

**Return Shipping  
Name w/ Full  
Address****Email****Phone****Name on Original Order****Describe  
Problem****PLEASE DO NOT SEND IN YOUR MONITORS WITH HEAVY PLASTIC CASES (i.e. Alien tour case/pelican/otter) as extra shipping charges will apply**

New impressions are needed for refits and broken shells (but not for detached faceplates (unless broken in pieces))  
Impression re-order kits are available at [www.alienears.com/](http://www.alienears.com/)

The warranty starts from the time you receive your monitors and not the actual time you have used them (come on folks!)  
There is no specified turnaround times for repairs and your return will be serviced in the order that it was received.

**NOTE:** You will be emailed when your repair is checked in at Alien Ears

**READ ME IMPORTANT:**

In sending Alien Ears your units you agree to the warranty and policy terms as outlined in <http://alienears.com/Common/Warranty>  
if your repair(s) are not under warranty or if the repair is not covered under your warranty you are obligated to shipping cost (even if you choose not to have the work done)  
If your repair is not covered under warranty and is under \$100 we will not contact you with repair cost.

If you are NOT in the USA then you must pay for shipping both ways (in or out of warranty)  
Alien Ears warranty work includes repair & return shipping in the USA but does not pay for the shipping of the repair to the lab.  
Alien Ears is not responsible for lost or damage packages in coming to our lab due to the shipping service.

**PRINT & SIGN:** This form must be included with your repair to the lab.**SIGNATURE**

I have read and agree to the above terms

**Internal Lab Use Only**☐ Monitors ☐ Cord ☐ AE Case ☐ Clean Tool ☐ Other Case

Other

**Comments****DATE****REPAIRED BY:****WORK PERFORMED:****LEFT MONITOR**

☐ Remolded ☐ Retubed ☐ Faceplate ☐ Socket ☐ Damper ☐ Resistor/Cap ☐ Cleaned  
☐ Combo ☐ High End ☐ Mid Range ☐ Low End ☐ Logo ☐ Inset Socket ☐ Shell Repair

**RIGHT MONITOR**

☐ Remolded ☐ Retubed ☐ Faceplate ☐ Socket ☐ Damper ☐ Resistor/Cap ☐ Cleaned  
☐ Combo ☐ High End ☐ Mid Range ☐ Low End ☐ Logo ☐ Inset Socket ☐ Shell Repair

**Comments**☐ New Cord☐ New Case