

Customer Information:

Ship To: **REPAIR CENTER**
C/O: Rosen Entertainment Systems
1120 California Avenue
Corona, CA 92881

Customer Name:		ID:	
Address:			
City:		State:	
Zip:			

For Questions on this return, please contact:

Name:			
Phone:	FAX:		
Cell:			
Email:			
Reference:			

RO No:

For Office Use Only

PRODUCT AND PROBLEM DESCRIPTION

Please provide as much problem detail as possible, this will assist Rosen's Technical Staff in the repair activity. Where applicable, please indicate the specific nature of the problem and examples of settings and conditions. Information on any auxiliary equipment used with your systems should also be included in the problem description.

Product Description	Purchase Date	Vehicle Year
<input type="text"/>	<input type="text"/>	<input type="text"/>
Description of the Problem		Vehicle Make
<input type="text"/>		<input type="text"/>
		Vehicle Model
		<input type="text"/>

REPAIR SERVICES TERMS, LIMITATIONS AND CONDITIONS

All repair requests will be assessed a \$35.00 non-refundable diagnostic fee, even when no defects can be found

Customers will be provided with a quote for the cost of materials and labor prior to any repair activities
 All repairs service quotes must be approved prior to starting the repair. Delays in approval will affect the repair time.
 All repairs are subject to replacement parts availability, Rosen is not liable for unavailability of replacement parts.
 Repair work includes a 90 day parts and labor warranty from date of the repair
 Rosen Authorized Dealers with Open Credit Terms can be billed directly to their account for repair services

CREDIT CARD INFORMATION

The following credit card information must be completed and signed for processing

CARD TYPE	CREDIT CARD NUMBER	EXPIRATION	Approval No.
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
			<small>For Office Use Only</small>

Customer Signature: Date:

Rosen Received: Date:
For Office Use Only

Comments: _____

ALL systems MUST BE ACCOMPANIED by this Form, Returns not Accompanied by this Form may be Refused.
 Charges will be limited to the diagnostic fees plus return shipping fees where NO DEFECT IS FOUND on the returned product
 The Customer signature on this form indicates agreement to the Terms and Conditions listed herein
 and/or to the Rosen Standard Terms and Conditions for Rosen Authorized Dealers

Sender accepts all responsibility for PROPER PACKAGING, Rosen assumes no responsibility for product damaged during shipping.
 We suggest that you Insure your product when shipping
 We suggest that you make a copy of this form for your records