



www.LightnerElectronics.com

Lightner Electronics Inc.

ATTN: Repair Department
1771 Beaver Dam Road
Claysburg, PA 16625

Phone: 814-239-8323
Fax # 814-239-8402

Email address: service@lightnerelectronics.com

Broadcast Services

Audio/Visual Systems

Installed Sound & Paging

Data Cabling and Systems

PLEASE PRINT

Contact/Billing Information:

Business Name: _____ Date: _____

Contact Name: _____

Telephone #: _____ ext: _____ Cell Phone: _____

Email: _____ Fax: _____

Mailing Address: _____

Unit returning for repair: _____

Please send power adapter with unit. And any necessary cables, if possible.

Serial Number of unit: _____

Description of Problem: _____

You may write additional information on back if necessary. >>>>

List ACCESSORIES you are sending in with unit: _____

Cables, Power Adapters, LIST exactly what you are sending in. We are NOT responsible for items not listed on this form.

Ship Unit to: Address Above - OR _____

One form for each unit returned for repair.

Please note: Bench repairs \$75.00 per hour, PLUS parts, Shipping and Handling.

LEI will do their best to expedite the repair and return as quickly as possible, depending on the issue and availability of parts. If you wish to discuss your repair prior to shipping to LEI please contact our office at the email address or telephone number above. *Please note: if your company requires a PO # for payment Include it here or attach a copy of your company issued PO:* _____

Completed repairs will need paid via credit card prior to return to customer unless you are a current LEI customer.

****Please be sure to properly pack your unit prior to shipping to LEI at the above address.****

Thank you

PLEASE PRINT

Good Day to you

Thank you for contacting LEI for your equipment repair needs.

Please find attached our form for completion concerning your repair. Include a completed copy of this form in the box with EACH unit. (Please note we no longer issue RA numbers for repairs).

When addressing your package to LEI, be sure to include ATTN REPAIR DEPT within the LEI shipping address.

Keep in mind when shipping equipment to LEI for repair, it is very important to properly pack your items. We have experienced shipping damage of customer equipment upon arrival here at LEI. Please note shipping damage may add additional cost to your repair.

A few moments of your time can save you additional costs!

Here are a few EASY STEPS that are offered by UPS/LEI

1. Choose a box strong enough to hold the contents (plus packing materials).
2. Double box extremely heavy items (i.e 75-100 lbs). Contact your local UPS or FEDEX office for Help with shipping heavy items.
3. Select and use proper cushioning materials for package contents. Wrap items individually and surround them with bubble sheeting and recyclable materials or foam loose-fill materials.
4. Contents should NOT directly touch the inside of the shipping box. Allow at least ONE INCH between your unit and ANY side of the shipping box.
5. Securely seal your package. The contents should not move freely around inside the box once sealed.
6. Properly label your package with our complete shipping address. Include ATTN: REPAIR DEPT on the shipping label.

All completed repair items will be returned UPS GROUND, using the LEI shipping account. Please note if expedited shipping is requested please make note on the repair form.

Thank you for choosing LEI for your repair needs.