



ON STAGE
SERVICES

(616) 735-9049

1000 Cottage Grove St SE
Grand Rapids, MI 49507
www.onstageservices.com

REPAIR AUTHORIZATION FORM Job # _____

Customer: _____ Date: _____
 Address: _____ Make: _____
 _____ Model: _____
 Phone #: (____) ____ - _____ Serial: _____
 Phone #: (____) ____ - _____ Notes: _____
 Rush (\$50): ___ Need by: _____ Paid: \$ _____

THE PROBLEM

Included items: _____

REPAIR POLICY

- NON-WARRANTY REPAIR** Non-warranty repairs have a minimum charge of **\$75**.
 Repairs are billed at \$75/hr. in 1/2 hr. increments.
This charge applies even if we find nothing wrong with your equipment.
 Consider the value of your equipment before having it repaired.
- WARRANTY REPAIR** Please provide a copy of the original purchase receipt or you will be charged for the repair. Be sure to check with the manufacturer, as many do not cover repairs related to jacks, tubes, speakers, operator error, etc.
If not covered by warranty, YOU are responsible for the minimum \$75 charge.
- ESTIMATE** We will call with an estimate if the repair will exceed 1 hour. If you must have a quote ahead of time, expect a slight increase in repair cost and time of completion since we will have to reassemble and store the unit until we receive your approval.
- TURNAROUND** Standard turn-around time for all repairs is 7-10 days but may be longer if specialized parts are needed. We do not guarantee turn-around time, and times vary from week to week depending on workload.
- 30 DAY WARRANTY** We guarantee our work for 30 days. Please return the equipment within 30 days and we will apply the initial fee to any subsequent repair charge.

I have read and agree to its terms, conditions and policies.

Signature:

We accept CASH, CREDIT, or DEBIT. Checks are not accepted.
For your protection bring this form or your Driver's License to On Stage Services to pick up your equipment.
Repaired equipment must be picked up within 30 days of repair completion or it will be disposed of at our discretion.