



2309 Springlake Rd., Suite 630  
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# REPAIR REQUEST FORM

*This form is required for ALL repairs, including those that may or may not be covered under warranty. Please print clearly.*

**YOUR NAME :** \_\_\_\_\_ **DATE :** \_\_\_\_\_

**MAILING ADDRESS :** \_\_\_\_\_

**CITY :** \_\_\_\_\_ **STATE :** \_\_\_\_\_ **ZIP :** \_\_\_\_\_

**PRIMARY PHONE :** \_\_\_\_\_

**ALTERNATE PHONE :** \_\_\_\_\_

**EMAIL ADDRESS :** \_\_\_\_\_

**LIST OF ITEM(S) BEING RETURNED :** \_\_\_\_\_

**REASON FOR RETURN :** \_\_\_\_\_

**Warranty Policy for USA and Canada:** Should any product manufactured by OnBoard Research Corporation no longer perform as originally intended due to wear, workmanship or even accidental damage, return it to us postage prepaid and we will either repair or replace it at our option. In the event the product returned is no longer in production or obsolete, OnBoard Research Corporation reserves the right to replace that product with one of its own similar products that has an equal or similar feature set. Batteries are not covered under this warranty.

**Outside of USA and Canada:** Warranty is limited to 2 years from the date of manufacture.

### MINIMUM WARRANTY REPAIR SERVICE & HANDLING FEES (cash or check)

Product	Within North America
Intellitouch Tuners	USD \$8.00
Intellitouch Wireless	USD \$15.00
CenterPitch Tuners	USD \$8.00
Beatnik Rhythmic Analyzers	USD \$20.00

*You will be contacted if the returned item is out of warranty to discuss the applicable charges.*

**INTERNATIONAL: Contact us by phone or email for Warranty Repair Service & Handling fees.**

Please include in your shipment:

- \_\_\_\_\_ A completed copy of this form.
- \_\_\_\_\_ Payment for the applicable minimum repair service & handling fee from the table above.
- \_\_\_\_\_ The device(s) being returned for repair or replacement.

Turn time for returns/repairs within our factory is usually 48 hours, but typical total cycle time is 2-3 weeks due to time spent in shipping. Please allow 1 week for shipment each way. If you require expedited shipping service, please call to make arrangements PRIOR to shipping your return.

Mail to:

*OnBoard Research Corporation  
 Attn: Service & Repair  
 2309 Springlake Rd., Suite 630,  
 Farmers Branch, Texas 75234*