

THESE INSTRUCTIONS ARE FOR SERVICE AT OUR SANTA MARIA, CA FACILITY.

PLEASE FOLLOW THESE INSTRUCTIONS WHEN SHIPPING IN YOUR UNIT:

1. PLEASE INCLUDE ON A LETTER WITH THE UNIT WHEN YOU SEND IT IN:

**YOUR NAME, ADDRESS AND TELEPHONE NUMBER (where you can be reached)
E-MAIL ADDRESS (if possible)
RETURN AUTHORIZATION NUMBER (RGA # provided by our technician)**

2. WRITE DOWN A ONE-SENTENCE DESCRIPTION OF THE PROBLEM.

3. INCLUDE A PHOTOCOPY OF THE **INVOICE OR PROOF OF PURCHASE** (not required if out of warranty).

4. WRITE THE RETURN AUTHORIZATION NUMBER ON THE OUTSIDE OF THE BOX, AS WELL AS ON THE LETTER.

5. WHEN SHIPPING, GET A TRACKING NUMBER FROM YOUR SHIPPER FOR YOUR OWN USE.

6. THERE IS A SHORT INHOUSE TURN AROUND FOR ALL REPAIRS.

7. THE UNIT WILL BE RETURNED TO YOU VIA UPS (BY AIR IF YOU SENT IT TO US BY AIR), SIGNATURE REQUIRED.

SEND UNIT TO:

MADDOX ENTERPRISES, INC.
633 SOUTH COLLOEGE DRIVE
SANTA MARIA, CA 93454

PHONE: 888-404-8402

FAX: 805-928-5511

8. PLEASE NOTE THAT IF THE UNIT RECEIVED BY THE REPAIR CENTER IS NOT UNDER WARRANTY, IT WILL BE REPAIRED USING THE NON-WARRANTY REPAIR QUOTE BELOW.

9. OUR STANDARD QUOTATION FOR NON-WARRANTY REPAIRS:

\$150.00 SERVICE FEE + PARTS NOT TO EXCEED \$300.00 + SHIPPING

10. RETURN SHIPPING IS NOT INCLUDED FOR WARRANTY PRODUCTS.

THANK YOU!