

## Jaycee Communications Inc

You must have an account before shipping any equipment. Please call before sending your equipment, so we can log the repair/complaint and You will be issued a RA number Email is not a substitute for the call.

Call this number 718-428-7818

You Must include A packing list. Please print your name, addresses, phone number, Email. List of what pieces and accessories you sent. *Describe in Detail the problem with your units.* We are not responsible for any accessories NOT on the list. We suggest you insure your package and require a signature

We try to use the flat rate repair prices, but water damage, battery leakage, failed repair attempts will add at least 1 hour to the repair.

### Shipping

Insurance: when we set up your account, you will be asked if you want more than our standard \$500 insurance. Signature will be required. You may request (in Email or on your packing list) delivery without signature, Federal express or (Jaycee Comms) is not responsible after they leave a package where no signature is required

Please Put YOUR Company name given to us when you called  
Pack your unit well, use UPS or FedEx (preferred). No USPS please. Please protect and pack your equipment and ship in a box, not a bubble mailer.

### Sound Mixers

If your equipment has been damaged and the production company is paying for the repair, we do not wish to get involved with the additional paperwork. We just don't have the staff for this. We will charge you and you may provide our detailed invoice to them for reimbursement.

Please Note Fedex envelopes do NOT offer enough protection for your mikes. If you ship that way there is a good chance once we receive your equipment there will be more to service than the original problem.

## Shipping Address

Jaycee Communications Inc  
5345 210 Street  
Oakland Gardens NY 11364

Please remove your mike and receiver from the zippered (Lectro) bag and bubble wrap them using a box for shipping. The Lectro bag is inadequate protection for shipping. Remove your batteries.

All equipment received will be serviced. We do not need matching units to repair any single transmitter or receiver. Our default shipping is Federal Express insured for \$500 Via Fedx Express saver or ground if you request it.

## Returns

You MUST call before sending any returns

DOA claims must be submitted within 5 days.

Please check your equipment for proper operation upon delivery

## The Cost of Repairs

We do not give estimates. See below (same as the Factory Policy)  
Call and we will give you a flat rate for your repair.

If your letter requests an estimate first, It will be ignored (just like the factory) since you should have the flat rate pricing explained when you called.

## Warranty Repairs –

If the unit is a warranty repair – as determined by the date of purchase or when the factory shipped it, we will service the unit at no charge. If it has been used in such a fashion that the warranty is voided, then we will contact you with an estimate before continuing. This will happen only if a “warranty” repair proves to be otherwise.

## **Non - Warranty Repairs –**

If it is out of warranty or there is any question regarding warranty status, we will quote, up front, a repair price range – labor plus parts with a minimum/maximum charge. If the unit repair costs fall under the maximum limit, the unit will be shipped and your credit card charged for the repair. If there are extra - ordinary charges beyond the maximum amount, you will be called for authorization before we proceed with the repair. We will call ONLY if the repair exceeds the quoted maximum. If the estimate is declined, there will be a \$95 diagnostic and handling charge invoiced to your credit card and we will return the unit un - repaired.

In either case we will need the following information – Model number and serial number of all components, date of purchase, detailed nature of problem and detailed shipping instructions – To expedite our service, we will ask for your credit card number and/or purchase order number before issuing the repair order number. This will happen during your initial call for service. This will help us speed up the service time and return your units faster. If you are on a mobile location and need a call for a forwarding address before we ship it back, let us know during the initial call and we will make a note to call for shipping instructions.

By implementing these simple changes we can streamline the service process and reduce our service time.

### Open Accounts

We have been in business since 1982 and pride ourselves on quality, fast turnaround, personalized customer service and competitive pricing.

Unfortunately, recent changes in the economy have forced us to change some of our open accounts policies.

We will consider open accounts only if your activity is \$500 per month or greater and you agree to pay within the net 15 days.

We are unable to service any account that exceeds 25 days.

We accept all major credit cards. This is the most efficient payment method to insure prompt return of your completed system.

In certain circumstances we will accept payment by check once an invoice is emailed. However, the check must be received within 14 days. The system will be shipped immediately upon receipt of payment. If payments go beyond 21 days, a credit card will be requested for your next repair.