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Please download, print out, and complete the Special Projects Return Authorization Form. The Return Authorization Form must accompany your product. Failure to ship the form with your product will result in no service.

Special Projects recommends that you use a shipping carrier that can track your shipment. If you send a package via UPS or Federal Express you will be able to track your package using the applicable websites: www.ups.com, www.fedex.com

If your product is under warranty be sure to include a copy of your sales receipt with your product. *A copy of the sales receipt is required for all warranty repair.*

Warranty Repair

Warranty is valid only if proof of purchase is provided with product. Warranty does not cover damage resulting from accident, misuse, abuse, lack of reasonable care, the affixing of any attachment, tape, etc not provided with product, loss of parts, or improper connection of the product to any receptacle other than specified. All connectors are covered under a 90 day warranty. This includes connectors on all microphones, body pack transmitters and receivers.

Acceptable Payment Methods

Special Projects accepts Visa, Mastercard, American Express, and Discover. Payment method must be provided with repair.

Estimates

If you would like an estimate prior to repair please specify on the Return Authorization Form. Be sure to include your phone number and email address. We will call and email the estimate following inspection of the product. There will be a \$20.00 charge plus shipping for all declined estimates. If the unit is relinquished at your request, no service charge will apply.

Return of Repair

All repairs will be shipped Federal Express Ground unless specified on the Return Authorization Form. Expedited shipping methods are available upon request. All shipping charges will be billed to the person requesting service. All warranty repairs are returned prepaid by Special Projects.

All warranty / non warranty repairs should be shipped (prepaid) to:

Special Projects
Service Department
3800 Hwy 271 North
Powderly, Texas 75473
866-491-2677