

## **REQUEST SERVICE CALL**

SOUND PRODUCTS OFFERS TWO DIFFERENT OPTIONS FOR REQUESTING A SERVICE CALL.

YOU CAN CALL 913 599-3666 AND ASK TO SPEAK TO BRAD IN THE SERVICE DEPARTMENT.

OR, YOU CAN EMAIL YOUR SERVICE REQUEST TO [bmars@soundproductsinc.com](mailto:bmars@soundproductsinc.com).

PLEASE INCLUDE THE FOLLOWING INFORMATION IN YOUR EMAIL:

- COMPANY NAME
- STREET ADDRESS
- CITY, STATE
- CONTACT NAME AND PHONE NUMBER
- BRIEF DESCRIPTION OF PROBLEM.

### 3M HEADSET FACTORY SERVICE PROCESS

IF YOU HAVE A 3M HEADSET IN NEED OF REPAIR, YOU CAN SHIP THE HEADSET TO SOUND PRODUCTS, 14849 W 95<sup>TH</sup>, LENEXA, KS 66215.

OR, IF YOU WOULD LIKE TO HAVE UPS COME BY AND PICK UP YOUR HEADSET YOU CAN CALL US AT 913-599-3666 OR EMAIL US @ [bmars@soundproductsinc.com](mailto:bmars@soundproductsinc.com) AND WE WILL ISSUE A UPS CALL TAG. YOU WILL NEED TO HAVE THE HEADSET BOXED UP AND READY FOR UPS TO PICK UP THE NEXT BUSINESS DAY.

PLEASE INCLUDE THE FOLLOWING INFORMATION IN THE BOX WITH THE HEADSET.

- COMPANY NAME
- STREET ADDRESS
- CITY, STATE
- CONTACT NAME AND PHONE NUMBER
- BRIEF DESCRIPTION OF PROBLEM.

THE NORMAL REPAIR PROCESS USUALLY TAKES 10 BUSINESS DAYS FROM THE TIME WE RECEIVE THE HEADSET AT OUR WAREHOUSE. HEADSETS ARE FACTORY SERVICED USING GENUINE 3M PARTS.