

MAGNETIC REFERENCE LABORATORY, INC.

c/o Booye, 165 Wyandotte Dr ♦ San Jose, CA 95123 ♦ Phone&FAX +1.408.227.8631 ♦ www.mrltapes.com

PROCEDURE FOR WARRANTY RETURNS

All MRL products carry the following

WARRANTY: Magnetic Reference Laboratory Calibration Tapes are warranted against defects in material and workmanship for one year from the date of receipt by the user. During this period the purchaser may return any defective calibration tape **with a completed Warranty Return Form**, either to MRL or to the dealer from whom it was purchased, for replacement or refund. **No replacement or refund will be issued unless each returned tape is accompanied by an MRL Warranty Return Form, completed by the person who has used and rejected the tape, describing in detail the defects on that tape.**

Except for such replacement or refund, this product is sold without any other warranty or liability.

IN NO EVENT SHALL MRL BE RESPONSIBLE FOR ANY DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO THE PRODUCT.

Made in the US by Magnetic Reference Laboratory, 165 Wyandotte Dr, San Jose, CA 95123, Phone & FAX +1.408.227.8631, <http://www.mrltapes.com> .

IMPLEMENTING THE WARRANTY: THE NEED FOR THE "WARRANTY RETURN FORM"

We are always striving to furnish our customers with quality products, but even in our best efforts to maintain these high standards a product may at times appear not to meet its specifications. Our specifications are given in "Choosing and Using MRL Calibration Tapes for Audio Tape Recorder Standardization", MRL Publication Choo&U, <http://home.flash.net/~mrltapes/choo&u.pdf> . User problems may reflect one or more of the following:

- 1 A systematic error that we need to correct;
- 2 a "one time production goof" needing improved quality control;
- 3 a factor that we consider unimportant, but users consider important;
- 4 a user misunderstanding of the use of the calibration tape, due for instance to inadequate instructions; or
- 5 user abuse of the calibration tape.

We therefore need a sufficiently-detailed report of the user's problem for us to take action to prevent reoccurrence of the problem. The **user** must complete the "Warranty Return Form" on the reverse of this page, and return it with the tape either directly to MRL, or to the dealer from whom he purchased it. **We will not replace or issue a refund for any tape sent without a Warranty Return Form completed by the user.**

When MRL or the dealer receives the completed "Warranty Return Form" he will review the form. If the tape is within warranty and appears to be defective in manufacture, MRL or the dealer will exchange the questioned tape for a new tape of the same catalog number, or refund the purchase price of the tape, at MRL's option.

TRANSPORTATION CHARGES

INSIDE OF THE USA: If you return the defective tape directly to MRL, send it prepaid, and we will send the replacement to you prepaid.

OUTSIDE OF THE USA: The customs hassle and cost of transporting the defective tape back to the USA usually exceed its scrap value to us. Send us the "Warranty Return Form" first, with a request for replacement. We can often identify the problem from your answers on the form. In this case we will usually send you a replacement tape, and ask you to be sure to destroy the defective one.

NOTES TO DEALERS

1 DO NOT ACCEPT A WARRANTY RETURN WITHOUT A "WARRANTY RETURN FORM" COMPLETED BY THE PERSON WHO HAS USED AND REJECTED THE TAPE!

2 For the replacement, you may use a new tape from your own stock, or you may order one from MRL. When MRL receives the defective tape and the completed "Warranty Return Form" from you, MRL will issue a credit memo or a replacement to you. PLEASE BE SURE TO STATE WHETHER YOU WANT REPLACEMENT OR CREDIT.

J McKnight, President, Magnetic Reference Laboratory

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WARRANTY RETURN FORM — REQUIRED INFORMATION

WE WILL SEND YOU A REPLACEMENT TAPE UNLESS YOU SPECIFICALLY REQUEST CREDIT INSTEAD

MRL Part Nr. _____ Serial Nr. _____
Date tape rejected _____
Date received by user _____ Date of manufacture (on labels) _____

Person actually using and rejecting tape, who must fill out this form:

Name of person _____ Title _____
Company name _____ Phone _____
Street Address _____ City _____
State and Country _____ ZIP or Postal Code _____

About how many times has this calibration tape been played*? 1...5 G over 5 G

REASON FOR REJECTING CALIBRATION TAPE:

G **Recorded signals** defective. Please detail the defects that you have seen on this tape:

Which **track(s)** on your reproducer? All G Edges tracks G Tracks Number _____

Which **tones** are defective (name of section; frequency)? _____

In **what way** are they defective (e.g. "level 2 dB low"; "dropouts of 1.5 dB lasting 1 second"; "amplitude varies up and down by 1 dB "; "modulation noise (thumps and bumps)"; "print-through"; "frequency response error" [what frequencies? how much?]; etc) _____

G Tape itself **mechanically** defective (tape "sheds" oxide; bad slitting; etc.) Details _____

G **Reel** defective (bent flange, etc.) Details _____

What kind of reproducer were you playing it on?

Manufacturer _____ Model _____ Number of tracks _____

Readout method: "vu meter" G Peak Program Meter G Oscilloscope G Level recorder G

Listening thru loudspeaker G Other _____

If compared to another calibration tape, description of that tape:

Manufacturer _____ Model Nr. _____ Serial Nr. _____

Year of manufacture _____ Date put into use _____ Number of times used* _____

* Note: You can play a calibration tape many times on a properly operating reproducer without damaging it. But one play on a faulty reproducer can seriously damage it.