



February 1st, 2012

To: All of our customers and clients

**Purpose:** To clarify GML's service policy.

At George Massenburg Labs (GML, LLC), we have always held our quality standard for our products and are proud of our continued strength and industry standing over the years. Our goal is to maintain and expand our high standard for designing, manufacturing, usability and customer service, and we would expect our customers and clients to feel the same from us. In order for us to achieve our goal to serve you better everyday, we feel the need to publish our statement regarding our service policy.

It has and will always be that **all GML products are to be serviced by our authorized technicians at GML authorized facilities. Any units that were worked on by unauthorized techs may void any warranty repairs** and customers may be charged full amount (of labor, parts, shipping and any other pending charges). *\*\*Some parts may be available for purchase after authorized by GML.*

Please contact following facilities for any questions regarding service. For more information, you are always welcome to give us a call at 615-515-6656 or 615-515-6603. Thank you for reading!

USA:

Manley Labs

<http://manley.com/service.php>

EU:

Amptec Belgium

<http://www.amptec.be/repair>

Japan:

ProMedia Sound

<http://promediaaudio.com/>

Australia:

Mixmasters Pro Audio

<http://mixmasters.ruciak.net/>

China (Hong Kong/Taiwan)

Digital Media Technology

[http://www.dmtpro.com/aboutus.php?aboutus\\_id=3](http://www.dmtpro.com/aboutus.php?aboutus_id=3)

Best Regards,

GML, LLC