

Wren and Cuff / Repair information

Hello. Below you will find the info necessary to get your pedal repaired. However, **BEFORE** you send in your pedal, please check a few things for us. Many times the issue can be resolved without the need to send in your pedal.

Some of these things may seem obvious, but believe it or not, we have had pedals sent in for "repair" that didn't need a repair at all.

- If using a battery to power the pedal, make sure the batt is not drained. Try a new one, etc.
- Make sure there is a battery in the pedal (yes, we've had pedals sent in because the person didn't know their pedal needed a battery).
- Check to see that the batt connectors (the actual metal contacts that connect to the battery) are properly gripping the battery. Sometimes they can get loose and simply need a little bend so that they can grip the contacts again.
- Check any cables going to and from the pedal. Check patch cables, etc. Also, try putting another pedal in place of the Wren and Cuff pedal. If it is working fine, then your WC pedal probably does have an issue.
- Check the instrument IN and OUT jacks. If they are loose, tighten them with a wrench or pliers.
- Check the nuts that attach to the pots (the knob posts). To do this, take a small flat-head screwdriver and loosen the little brass screw on the side of each knob. Remove the knobs, and see if the nut on the post has become loose. If needed, tighten until snug, but don't over-tighten and strip the threads.
- Open the pedal up, and see if there are any obvious loose wires. Many times if a wire has become loose, a simple soldering can fix it if you're handy with an iron. Don't worry about messing up. You are covered under warranty, so the worst that will happen is you'll send it in and we'll fix it anyways. We don't get mad at you for trying! However, anything beyond an obvious loose wire connection, please leave to us.
- If the pedal is a Caprid, make sure the small slide switch at the top is turned to the "ON" position. If this switch is turned off, the pedal won't work with a battery or power supply.
- If using a **60's Your Face** (does not apply to the red 70's version), please be aware that the pedal can't be powered with a regular power supply. You'll need to use a REVERSE POLARITY supply, or use an appropriate adapter to make it work. If your pedal works fine with a battery, but not with a power supply, then this most likely the cause.

If none of the items above seem to be the problem, then send the pedal in, and we'll get it fixed and returned shortly. Just follow the instructions included in this PDF, and you'll be all set.

Thank you.

Wren and Cuff

www.wrenandcuff.com admin@wrenandcuff.com

Repair shipping instructions below

Your repair is free under the lifetime warranty that comes with every Wren and Cuff pedal.

You do not need your original receipt or warranty card. All you need is the pedal. You are only required to pay to ship the pedal to us, and \$12 for the return shipping.

*However, if the pedal has been purchased recently and the repair needed is due to a defect on our part, you may be eligible for free shipping both ways. If you feel this is the case, email us to request an approval and explain the problem.

You may pay the \$12 (USA) return shipping fee by putting a personal check or money order written to: **Wren and Cuff** in the package. Or, you can send a PayPal payment to: payments@wrenandcuff.com. Simply put your name and repair info in the PayPal "note" section.

If you are comfortable with it, you can even put cash inside the package.

For International repairs, do not include any funds in the package. We will bill you for the return shipping.

Send your pedal to:

Wren and Cuff
Attn: Warranty Repairs
3529 Old Conejo Rd **#117 (Don't forget this!)**
Newbury Park, CA 91320

Repairs generally take 2-3 days to complete. You will get a tracking # and ship notification email when your pedal is on its way back to you.

We highly recommend using USPS Priority mail as it is usually cheaper and faster than standard-ground FedEx or UPS.

Please print out this page and fill in the requested info. Include this in your package.

Repair request

Date: _____

Customer Name: _____ Email: _____

Return Address (Do not rely on the return address on the outside of your package):

Name:

Street:

Unit/Apt#

City:

Zip Code:

Pedal : _____

Brief description of the problem:

~~—Do not fill in the parts below, this is for us to use—~~

Repaired by: _____ Date: _____

Repair Notes/work performed: