



# AUTOGRAPH

## Hire Store and Hire Support Information

***Hire Store opening times:***

Monday-Friday: 0900-1700  
(Generally Closed on Bank Holidays)

***Tech Support hours:***

Monday-Friday: 1000-2100  
Saturday: 1100-2100  
Sunday: 1100-1900

(Bank Holidays 1100-2100)

For emergencies and same day requests, please call 020 7485 4515 and ask to speak to the relevant department.

**For any replacement or repair requests, or non-urgent tech support queries please email:**

**[techsupport@autograph.co.uk](mailto:techsupport@autograph.co.uk)**

***General contacts:***

Department	Contact	
Technical Support	<a href="mailto:techsupport@autograph.co.uk">techsupport@autograph.co.uk</a>	
Show running consumables (mics, headphones, tape etc)	<a href="mailto:techsupport@autograph.co.uk">techsupport@autograph.co.uk</a>	
Hire Management (new or additional hires, extras etc)	<a href="mailto:hire@autograph.co.uk">hire@autograph.co.uk</a>	Will McGonagle Kayleigh Brimson
Hire Store Support / Logistics (non-contract accessories e.g. cable, rigging, flight cases and distro)	<a href="mailto:hirestore@autograph.co.uk">hirestore@autograph.co.uk</a>	Jon Sealey Xander Smith Danni Haylett

## ***Returning faulty or damaged items to Autograph:***

**Before** returning faulty or damaged items to Autograph, please contact Technical Support to raise a support ticket. Faulty or damaged items must be packaged separately to other items for return, clearly stating “FAO TECH SUPPORT” **and** the RMA number. If you are not issued an RMA when the ticket is raised, please obtain one before you return the items to Autograph. Delivery and/or collection can be arranged through Technical Support.

## ***Returning personals or Production owned equipment to Autograph:***

If returning personal items such as PPE or tools to Autograph, these must be adequately packed and clearly labelled with your name, contact number and the show from which it has come from, or will be going to.

**Production owned equipment including consumables purchased through Autograph should not be returned to Autograph.**

If returning Production owned equipment (including consumables purchased through Autograph) is unavoidable, these items must be adequately packed together in a single box (not distributed amongst Autograph equipment or cases) and clearly labelled with the production name, the contents, the date of the load out and contact details for the person taking responsibility for the items. Collection from Autograph should be arranged as soon as possible.

## ***Returning equipment from other suppliers to Autograph:***

If returning equipment from other suppliers to Autograph such as motor control, prompt desks or instruments, please arrange for someone to meet the equipment on its return to Autograph. This person will be responsible for extracting the equipment as it enters the warehouse and arranging its return. Equipment must be returned to the supplier within 48 hours of delivery to Autograph.

**Autograph Sound Recording Ltd accepts no liability or responsibility for the loss of, or damage to, Production Owned items or equipment, nor that belonging to other suppliers engaged by the Production.**