



## **RETURN POLICY**

Most Audioplex® products are covered by a lifetime warranty! Audioplex® will repair all products at no charge that are deemed to be a manufacturers defect. Repair charges will be invoiced on products that are deemed to be from customer abuse, neglect or misuse, damaged, altered or modified in any way. If there are any repair costs, the customer will be notified.

NO CASH REFUNDS WILL BE ISSUED. CREDIT IS ISSUED IN MERCHANDISE CREDIT ONLY! NO RETURNS ON SPECIAL ORDERS OR CUSTOMIZED PRODUCT! ALL CLAIMS FOR RETURNS MUST BE APPROVED BY AUDIOPLEX®.

AN RMA NUMBER MUST BE APPROVED BY AN AUDIOPLEX® TECHNICIAN, THEN ISSUED BY THE SALES OFFICE. EACH RMA NUMBER WILL BE VALID FOR 30 DAYS, AFTER WHICH THE NUMBER WILL BECOME VOID. THE RMA NUMBER MUST BE CLEARLY DISPLAYED ON THE OUTSIDE OF THE RETURN CARTON. ANY PRODUCT RETURNED WITHOUT AN AUTHORIZED VALID RMA NUMBER WILL BE REFUSED! NO MERCHANDISE RETURNS WILL BE ACCEPTED AFTER 30 DAYS. CUSTOMER MUST RETURN PRODUCT BEFORE ANY CREDIT WILL BE ISSUED. ALL RETURNS MUST INCLUDE A FULLY COMPLETED MERCHANDISE RETURN FORM.

All product bought direct and returned within 30 days of invoice date that is not subject to manufacturers defect or shipping error will incur a 15% restocking fee.

All repairs will be done in the following priority: Red label, blue label, orange label, ground. Most repairs are completed the same day we receive them. We will send the repair to you in the same manner in which it was sent to us. Example: If it was sent to us ground we will ship it back to ground. The only exception to this rule is that we do not ship via the US Mail service. All packages sent to us via the US Mail will be shipped UPS.

No call tags will be issued. Customer is responsible for shipping of return. When returning packages to Audioplex, please be sure to package your product carefully. When we initially ship new products we use form fitted end caps and other packing materials. It may be good practice to save this material and reuse for returns. ALL DAMAGES DUE TO IMPROPER SHIPPING WILL BE REPAIRED AT CUSTOMER EXPENSE. If any advance replacement is made before Audioplex inspects and tests the returned equipment, the customer will be required to give a credit card number upon which the payment of both units will be charged should, and only if, the returned defective unit is found to be through the customers fault or misuse.

When Audioplex® products are installed and used correctly they will not damage other units. If you have any questions or problems STOP and call Audioplex® at 800-257-2077 for assistance. Our technical assistance is free of charge to you.