



## RETURN POLICY

Products manufactured by Audioplex™ are covered by a lifetime warranty. Audioplex™ will repair all products at no charge that are deemed to be a manufacturer's defect. Repair charges will be invoiced on damaged products that are deemed to be from customer abuse, neglect or misuse, and if there are any customer alterations or modifications in any way.

**Customer will be responsible for shipping charges back to them if no problem is found or if repairs have to be made because of customer improperly packaging return, customer abuse, neglect, misuse or customer alterations/modifications.**

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

A **Return of Merchandise Authorization** must be approved by an Audioplex™ technician and then issued by the sales office and will be **VALID FOR 30 DAYS**, after which the RMA 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.

Customers must return the product for inspection before any credit can be issued.

All products bought direct and returned within 30 days of the invoice date that are not subject to a manufacturer's defect or shipping error will incur a 15% restocking fee.

No call tags will be issued, the customer is responsible for shipping the return to Audioplex™. Please be sure to package your product carefully. **All damages due to improper shipping will be repaired at the expense of the customer**. Should your package arrive to you damaged, please notify the shipping company immediately.

If you have any questions or problems with our products STOP and call Audioplex™ tech support at 1-800-257-2077 for assistance. Our technical support line is free of charge to those who need it.