

Online Purchase Disclaimer

Warranty returns are only accepted from purchases made direct from authorized online retailers. We do not accept returns from 3rd party marketplace resellers.

Ex. 1) You purchased your item from *www.abcstereodealer.com* and they are an authorized online retailer - **ACCEPTED**

Ex. 2) You purchased your item from *www.ebay.com/stereodeals_store* - **REJECTED**

Other examples of marketplaces are Amazon.com, Rakuten.com, Shopify.com, etc. will all be **rejected** and must be returned to the 3rd party where item was purchased.

Warranty Information:

Products purchased from an online retailer have a 90 day warranty. If your return was purchased prior to 90 days, you will need to furnish a receipt showing that the unit was professionally installed.

PLEASE NOTE **** Warranty terms are subject to change without prior notice *****
Effective 08/28/14 - Consumer return freight charge increased to \$26 from stated \$15

Return Authorization (RA) Request Procedure:

Please complete the entire Return Authorization Request Form. Read carefully and fill out all information accordingly. For non-warranty repairs, please provide details of the problem and request an estimate prior to sending the product. After receiving and approving your completed request, Epsilon Electronics Inc. will issue a Return Authorization (RA) Number, which will be forwarded to you via e-mail or fax.

Pack the product(s) and RA form in suitable packaging, and send freight pre-paid to the address listed. Please clearly write the RA number on the packaging containing the product. (Note: Any returns sent without prior authorization or freight collect will be refused! Epsilon Electronics, Inc. is not responsible for freight charges on returns unless expressly noted.)

Upon receiving your return, Epsilon Electronics, Inc. will verify that all parts returned are as indicated on the Return Authorization. Epsilon Electronics, Inc. will repair or replace the product(s) at its discretion, as detailed in the Consumer Limited Warranty. Products for repair will be assigned to Epsilon Electronics, Inc. Repair Depot and status will be available by inquiry.

Products to be returned to you will be covered under Consumer Limited Warranty terms, unless other arrangements are previously noted and agreed to by Epsilon Electronics, Inc.

Warranty and Repair

warranty@poweracoustik.com

800-832-4647 x291

Mon-Fri 8:00AM - 4:30PM Pacific Time