

Warranty Terms and Conditions

Audiovox employs different terms and policies for its varied brands and product lines. For the warranty terms of your particular product, please check the owner's manual or [Contact us](#) via our Support Site form (will require a user login). For warranty procedures by brand/product, see links below.

In Warranty Repair

- If your product is within the terms of the manufacturing warranty and you have a copy of the proof of purchase please return your product to the original retail purchaser, or [Contact us](#) via our Support Site form (will require a user login) for a Pre-Paid label. (*Note:* Prepaid label does not include spare parts and accessories)
- This applies to both installed and uninstalled product.

Out of Warranty Repair

- If your product is out of the manufacturing warranty and/or if you do not have a copy of the proof of purchase there is a charge for repair. You will have to [Contact us](#) via our Support Site form (will require a user login) for the repair fee BEFORE you ship the product for repair.
- We accept personal checks, money orders, or any major credit card information for repair payment. When paying with a credit card please include the card number, expiration date, last 3 digits of code in card signature area, and the billing address if it's different from the ship to address.

Shipping your Product for Repair

When shipping your product to one of our centers you must include the following:

1. A copy of the Proof of Purchase for In-Warranty Repairs.
2. A description of the Problem.
3. Include all original components that came with the unit.
4. Include Return Name, Physical Address, Telephone number and Email Address.
5. For out of warranty products include check, money order, or any major credit card information for repair payment.
6. When paying with a credit card please include the card number, expiration date, last 3 digits of code in card signature area, and the billing address if it's different from the ship to address.

Product	Warranty	Repair Center	Requirements
<p><i>Applies only to Acoustic Research Products:</i></p> <p>Traveler on the Go Bluetooth Mini-Bridge</p> <p>Headphones and Ear Buds</p> <p>Wireless Accessory Speakers</p> <p>Home Entertainment Networking</p>	<p>Your written warranty card was included when you purchased your product. If you have lost or misplaced your warranty card:</p> <ul style="list-style-type: none"> You may check the Acoustic Research website to see if the warranty card has been published by typing in your model number in the search box <p>OR</p> <ul style="list-style-type: none"> You may click on our ASK A QUESTION tab above for a replacement. <p>PLEASE RETAIN YOUR PURCHASE RECEIPT FOR ALL PRODUCTS.</p>	<p>For U.S. Customers:</p> <p>For Warranty/Shipping Instructions Please Call:</p> <p>1-800-645-4994 Option 4</p> <p>For Canadian Customers:</p> <p>Audiovox Return Center c/o Genco 6685 Kennedy Road Unit 3, Door 16 Mississauga, Ontario L5T 3A5</p>	<p>With "In Warranty" products:</p> <p>Ship the product to our Repair Center by traceable means, such as UPS, FED EX Ground, or USPS with tracking number and please include:</p> <ul style="list-style-type: none"> All original components A copy of the receipt/invoice A short note explaining the nature of the problem Your name, address, and phone number <p>There is no warranty without the invoice copy.</p> <p>Turn around time is approximately 2 weeks from the day we receive it.</p> <p>We cover return shipping.</p> <p>For an "Out of Warranty" product repair rate:</p> <p>Contact Us Online or call us at 1-800-732-6866</p>

			Mon-Fri 8:30-5:30 EST
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Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.