

Seismic Audio Speakers Return Policy & Warranty

30 day satisfaction guarantee!

Seismic Audio strives for every customer to be confident in their purchase. Our customer satisfaction is of the utmost importance to us. We understand that mistakes happen and that sometimes the product is just not right for your Pro Audio and DJ application. If this happens, all you have to do is contact us either by phone at 877-347-6423 or by email at CustomerService@SeismicAudioSpeakers.com and we will help you begin the return process. Please read our Return Policy below as it outlines our Returns process and Warranty policy, including any exceptions.

Refund/Returns

If for any reason you decide that our product is not for you, send us an email at: CustomerService@SeismicAudioSpeakers.com or call us: 877-347-6423 ext. 2 within 30 days after your purchase and we will issue an RMA# (Return Authorization Number) to allow you to send the item(s) back for a refund.

If you received free shipping on your order, the value of the uncharged shipping cost will be deducted from your refund. Item's being returned must arrive in brand new condition, (in original boxes and packaging) showing no signs of wear and tear and must be free of any scuffs, dings, cracks, odors, scrapes and any other imperfections. If any discount or promotional coupons were used during checkout, you will receive a refund less the value of the promotional coupons and original shipping costs.

For your protection, we encourage you to ship your return via UPS or FedEx for tracking and insurance claim purposes. Please retain all of your tracking information. Refunds are processed within 2-4 days after your return has been received and inspected by our return center. Please allow up to 10 business days for credit to reflect on your credit card or method of payment used.

RETURN ADDRESS:

Seismic Audio Speakers
Attn: RMA # (issued to you from Seismic Audio. Include on shipping label)
3980 Premier Ave
Memphis, TN 38118

Exchanges

We are no longer processing exchanges. Refunds are issued on qualified returns, and you may place a new order for the desired product.

EXCEPTIONS

Product Not Returnable

Returns are not allowed on custom made, clearance, discontinued, scratch & dent, restocked, hygienic or AS-IS item's as noted. (Exclusions: item arrives damaged in shipping, defective or dead on arrival)

Shipping Errors, Product Defects & Product Damages

For a return or exchange due to shipping damages or errors, contact our Customer Service Center at: 877-347-6423 ext. 2 or email: CustomerService@SeismicAudioSpeakers.com within 14 days from purchase.

- Have your order # ready when you call.

One of our customer service representatives will provide you with simple instructions for returning the item(s), and instructions on the proper handling of the merchandise. Please be prepared to email photos

showing any issues for proof and claim purposes. (Photos must include packaging and item contents) For items damaged in shipping or shipping errors made by Seismic Audio, a representative will email you a pre-paid FedEx return label.

- Save the original box and all the packing material to ship item back. Please remove any old shipping labels from the box.
- An RMA # issued by Seismic Audio must accompany all returns and be included on the shipping label only. (Unauthorized returns will be denied)
- A replacement item will be shipped to you once the item being returned is received

For product defects: Please contact Seismic Audio Speakers Technical Support team at: 877-347- 6423 ext. 3 and speak with a technician by phone to troubleshoot your item. For further explanation regarding product defects, see below "1 Year Warranty Repair & Defective Items"

1 Year Warranty Repair & Defective Items

If you believe you have a defective product or have an item that needs warranty repair, please call the Seismic Audio Technical department at 877-347-6423 ext. 3. Please have the order number and customer name on the original order available to speed up the warranty process. Warranty service will be denied if you cannot provide information needed to locate the original order in our system. A technical advisor will ask some troubleshooting questions in attempt to resolve any issues by phone. Please be informative with the technician in detail so we may resolve your issue quickly as possible. If your item cannot be repaired via shipping replacement parts or speaking with a technician, Seismic Audio will issue a Return Merchandise Authorization (RMA #) and allow you to send it back for repair or replacement at no cost to you. The customer is fully responsible for providing adequate packaging and for the return shipping to the repair center. If the item arrives and is not defective, customer is responsible for return shipping fees. All items are generally repaired or replaced and shipped back to you within 14 days of receiving. Refunds, credits and/or exchanges for other items are not allowed on any 1 year warranty items past 30 days after purchase. The original item will be repaired if possible or replaced. Exceptions: If an item being repaired or replaced is discontinued, Seismic Audio will allow store credit towards another item if the item is irreparable.

Out of Warranty Repairs

If you would like to send an item back for repair after the 1 year warranty has expired, please call customer service and obtain a Return Merchandise Authorization (RMA #). Once we receive the item back, our technician will diagnose it and call or email you with a repair quote. The customer is fully responsible to provide adequate packaging and for shipping expenses (both ways) for any repairs made including labor and cost of material. Seismic Audio Speakers accepts no responsibilities for loss or damage to any customer owned merchandise which was not directly caused by our repairs or handling procedures. Refunds, credits and/or exchanges for other items are not allowed on any out of warranty items.

1 Year Warranty Information – (New Products only)

The 1 Year Warranty will cover manufacturer defects and workmanship (see restrictions) for a period of 1 year from the original purchase date. Seismic Audio does not require new product registration for warranty repair or replacement. Warranty will cover but not limited to: Speakers, Amplifiers, Audio Cables, Snake Cables, Patch Cables, Crossovers, Speaker Stands, Microphone Stands, Microphones, Cable Adapters, Cable Connectors, Audio Mixers, Rack Cases, Parts and etc...

Restrictions: The 1 year warranty does not include service or parts to repair damage caused by accident, disaster, misuse, abuse, negligence, inadequate packing or shipping procedures, cosmetic appearance of cabinetry not directly attributable to defect in materials or workmanship, or service, repair, or modification of the product which has not been authorized or approved by Seismic Audio Speakers. This warranty shall terminate if any of the above is foreseen.

Our warranty will not cover blown or burnt speaker voice coils, or speakers with punctured surrounds. This is considered physical damage or misuse and is not covered by our warranty.

Warranty is non-transferable.

Abuse of Return Privileges – Our return policy is in place to ensure our customers never get stuck with a wrong piece of gear. Those who violate the spirit of our return policy by sending excessive returns may be subject to limitations or suspension of return privileges.

Return Address

Seismic Audio Speakers

Attn: RMA # (issued to you from Seismic Audio. Include on shipping label)

3980 Premier

Memphis, TN 38118

If you have any questions, please feel free to contact Customer Service at 1-877-347-6423 anytime between normal operating hours of 9 a.m. – 4:30 p.m. CST Monday–Friday.

Website: <https://www.seismicaudiospeakers.com>

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.