



Official Return Policy and Procedure

January 1, 2015

Standard Policy Disclosure

For Dealers/Distributors Power Acoustik expressively offers One Year Video and Audio Categories Return for Repair, Exchange, and Credit Programs solely at the discretion of Power Acoustik. These programs are devised to find the fastest resolution for Dealers and Distributors.

For consumer warranty, Power Acoustik will only accept claims that are accompanied by a sales receipt showing professional Installation and that adhere to our Warranty Standard. Products are examined at point of receipt for visible physical abuse, non manufacturer defects and adherence to stated policies. Products deemed not warrantable will be returned at the sender's expense or destroyed if not claimed within 30 days of notice.

Returning Defect Merchandise

A Return Authorization (RA) is required for returning defective merchandise and is also the first step in the process. A detailed list of qualifying models must be presented for return authorization. Qualifying models are discussed in the next section. An RA can be obtained by faxing our office (323)517-9340 or emailing warranty@poweracoustik.com. Once an RA is issued, product can then be returned to Power Acoustik. All freight costs incurred for returning product is the sole responsibility of the sender. Any return received not prepaid or collect will be refused at our receiving dock. **Consumer returns should include a \$25 cashier's check or money order to cover return freight to the consumer.**



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Qualified Return

Only Products on our current price sheet or invoiced within one year of the official closeout date. Products must be returned in originally received packaging with all accessories or will incur a depreciation deduction. Any item outside this category needs pre-approval before return.

Non-Qualified Return

Products that are discontinued more than one year from date of last purchase. Any products showing obvious physical abuse. Recycling of Demo/Sample product is prohibited. These examples will be treated as repair only. Any product classified warranty void or displaying physical abuse can be repaired at the customer's option, subject to a repair charge and customer approval. **Xenon Bulbs** are excluded from warranty.

Who qualifies?

Active Dealers and Distributors

Exchange/Credit/Repair at our discretion

Consumers with Valid Proof of Purchase

Exchange/Repair at our discretion

Who doesn't qualify?

Inactive Distributors

Repair/Exchange for a like model at our discretion

Consumers without Valid Proof of Purchase



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Notes and Additional Disclosures

Any Dealer/Distributor returning product classified new or NPF (no problems found) as defective product, will have them returned and cover return freight, or we may opt to credit those items at the last sold price less a 15% restocking fee.

All items must be sent back including all critical accessories e.g. (video shielded cables, video distribution blocks, major wiring harnesses, remotes controls mounting plates and shrouds).

Power Acoustik reserves the exclusive right to void warranty on any product regardless of returning source if the product is deemed not warrantable for various reasons to include:

- FREIGHT DAMAGED GOODS
- VISIBLE PHYSICAL DAMAGE
- OBVIOUS CUSTOMER ABUSE
 - BURNT VOICE COILS (WOOFERS)
 - BURNT PCB (AMPLIFIER)
 - PUNCTURED CONES (INSTALLATION)
 - BROKEN WOOFER CHASIS, MAGNET
- CRACKED LCD SCREENS
- TAMPERED PRODUCTS (SELF REPAIRS)
- ALTERED PRODUCTS (MODS, FABS)

Power Acoustik as a course of Quality Control diligently inspects, tests, bench marks and/or QCs all defective returned goods to insure the highest level of product delivery. In these measures we achieve detailed results and obtain clarity for possible defects, non substantiated customer returns, return abusers etc. It is the intent of Power Acoustik to enforce all stated policies and identify deviances discovered during these processes. Please adhere to our return standards.



Return Procedure

1) Fax your Return Authorization request to (323)722-8125 or email warranty@poweracoustik.com.

2) Each SKU or Model Number must be itemized by Model, Qty, and requested resolution in the following format:

Model	Qty	Status
XXX-124B	3	Exchange

3) You will receive an approved Return Authorization (RA) listing all items requested, please verify and match your return to the RA. We will only accept what was authorized and is listed. Enclose a copy of the RA with your return.

4) Make sure the RA is clearly visible on the outside of the package and/or in the packing list. Any items returned not listed or without an RA will be refused at the dock or returned freight collect.

Send returns pre-paid to: Power Acoustik
 1550 S. Maple Ave.
 Montebello CA. 90640

5) Multiple RAs can be sent in one shipment as long as the return items are segregated and clearly identifiable as separate RAs.

6) Make sure all returned items include the **description of the manufacturers defect** next to each model number.

7) Any video products received with cracked LCD screens; to include head units, overheads, monitors, headrests etc. will be returned and no credit issued.



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8) Product not returned in original packaging needs to be re-packaged prior to return. Packaging must conform to original specification. Any items received damaged due to poor packaging will be returned to the sender as warranty void.

9) All items must be sent back including all critical accessories: e.g. (video shielded cables, video distribution blocks, major wiring harnesses, remotes controls mounting plates and shrouds). Missing items will be charged as follows:

- Shielded Cables = \$15.00
- Audio/Video Distribution Module = \$15.00
- Mounting Plates = \$3.00
- Shrouds = \$3.00
- Mounting Sleeve = \$5.00
- Major Wiring Harness = \$6.00
- Bass Knobs = \$10.00
- Remote Controls Small = \$6.00
- Remote Controls Unified = \$10.00
- Missing or Broken Face Panel (non lcd, basic control) = \$10.00
- Missing or Broken Face with monitor screens below 3.6" = \$35.00
- Missing or Broken Face with monitor screens 3.2" ~ 7" = \$65.00
- Missing or Broken Face with monitor screens 8" ~ 9" = \$100.00
- Broken Screen non Head Unit 3.2" ~ 7" = \$70.00
- Broken Screen non Head Unit 8" ~ 12" = \$100.00
- Broken Screen non Head Unit "15" = \$120.00
- Missing SD card with Navigation Maps = \$65.00

10) Repair items that will be returned to sender need to include the following: Sender Name, Complete Return Address and Contact Number