

Warranty and Return Policy

What does “factory refurbished” mean? In general, factory refurbished products are products that wouldn’t otherwise be sold as new, for a variety of reasons. They may have been used in field tests, used in sales displays at trade shows, or returned by a customer. As a result, factory refurbished products may come with minor blemishes. All factory refurbished products have been cleaned, quality checked and tested. Factory refurbished products are certified at the factory as fully operational, and come with a 90-day parts and labor warranty.

Warranty

All Refurbished Alesis products come with a 90-day parts and labor warranty.

Return Policy

You may return products purchased directly from Alesis on this site or over the phone within 30 days of delivery for either credit towards another item or for a refund, less a 25% restocking fee and the initial shipping cost. NOTE: Products purchased through one of our dealers are subject to the return policy of that dealer. Please contact your dealer directly for more information.

To return a product purchased directly from Alesis, simply call us at (954) 761-7550 or [send us an e-mail](#) and include the following information in your e-mail:

Your name and address
Your order number
Your original payment method
Your reason for the return
Whether you would prefer a credit or a refund

We will then provide you with an RMA number, which you will need in order to return your item. Please note: Items returned without an RMA number will not be accepted, so it’s important that you include the RMA number on your returned shipment.

Acceptable returned merchandise must be:

Unused

In its original box with sufficient packaging materials
In resalable condition

Damaged / Non-Working Items

In the unlikely event that you receive an item that has been damaged in shipping or is non-operational for some reason, simply notify us immediately upon delivery and follow the procedure above, and we will, at our discretion, either repair or replace the item. While you will be responsible for shipping the item back to us, we will cover the cost of return shipping to you.

Your Responsibilities when Returning Product

It is the customer's responsibility to pack products for return in the original box with sufficient packaging material, and marked with the issued RMA#. It is in the customer's best interest to insure the package. Items damaged due to improper packaging during return shipment will not be replaced or refunded.

Products that are damaged during Return Shipment

If the product is damaged during shipment back to Alesis, no refund or credit will be issued. Alesis will inform the customer via email that the item(s) were received damaged, and the product will be held for up to 45 days. It is the customer's responsibility to file a claim with the shipping carrier and instruct Alesis concerning the disposition of the damaged product. If Alesis has not received notification or response from the customer within 45 days, the item will be considered destroyed.

Refunds

The customer will be refunded (less applicable restocking fees) once the returned item has been received and inspected for damage. Please note that original shipping charges are non-refundable unless the return is a result of our error. Credit will be applied to the original credit card used in the purchase.

All software purchases are final and non-refundable.

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.