North America Customer Service Policy

Customer satisfaction is our primary and foremost goal at **BOSS AUDIO Systems** . To achieve that, we have gathered a team of experts to answer all and any questions and concerns our valued customers may have. They can be contacted via phone **805.751.4853**, 8:30 am-5 pm PST, and/ or http://www.bossaudio.com/technical-support/tickets/

Also, eSUPPORT is available on our website where we provide the latest news, information and FAQ on our products. It is frequently updated with the "Latest Download Files", and, the "Latest Knowledge-base Articles".

We take pride in the quality of our products and we attest to that by offering one year warranty both for parts and labor.

30-Days Service Policy

If your product fails within 30 days of purchase, **BOSS AUDIO Systems** will gladly pay for both ways shipping, to repair or replace your unit. In this case you need to contact us within 30 days of purchase to obtain return authorization number. We use ground shipping with tracking number.

1-Year Free Parts & Labor

BOSS AUDIO Systems stands behind all our products with free parts and labor for 1-year from your date of purchase.

All **BOSS AUDIO Systems** products are warranted for period of one year from the date of purchase against defects in materials and workmanship. The warranty is for repair or replacement at the sole discretion of the selling dealer.If we choose to replace your product, we may replace it with a new or reconditioned unit of the same or similar design. Customer is responsible for freight charges incurred to return the product and must include a **cashier's check or money order** in the amount of $20.00 for continental U.S. or $35.00 for Hawaii, Alaska, Canada and Puerto Rice, payable to **BOSS AUDIO Systems** to cover return shipping and handling. For all other countries contact our technical support. You must send a copy of the original invoice with date of purchase. Please enclose a letter stating the problem you are having with the product, your daytime phone number, and your return shipping address (no P.O. Box please). Please contact our technical support to receive a **Return Authorization number (RA#)** before sending your item.

Please enclose a letter stating the problem you are having with the product, your daytime phone number, and your return shipping address (no P.O boxes). Please Contact us to receive a Return Authorization number (RA#) before sending your defective item.

This warranty does not cover any unit subject to abuse, neglect, incorrect wiring, water and/or physical damage, any repair or modification performed by someone other than a **BOSS AUDIO**

Systems repair technician. Any damages resulting from legal action for breach of expressed or implied warranties shall be limited to the cost of the original purchase price of the unit. As a condition of this warranty, it is agreed that the remedy provided in this document is the sole remedy under this warranty. All liability for coincidental damages is excluded. The purchaser agrees to retain the original proof-of-purchase for establishing the effective date of this warranty. Should **BOSS AUDIO Systems** or an authorized dealer replace your product under warranty, this replacement shall be considered a transaction under the original warranty, and does not extend the original warranty period. This warranty is non-transferable.

Extended Warranty

Extended warranties are available on some products when they are installed by **BOSS AUDIO Systems** authorized dealers.