

**Sound Around USA 1600 63<sup>rd</sup> St.  
Brooklyn NY, 11204 718-535-1800  
x277**

### **Warranty Coverage Information**

We fully support this product with warranty repair or replacement service under a one-year manufacturer's warranty covering defects in the product's material or workmanship. This Limited Warranty applies to physical goods, and only for physical goods, purchased from registered retailers of Sound Around USA. This Limited Warranty covers any defects in material or workmanship. During the warranty period, Pyle Audio will repair or replace, at no charge, products or parts of a product that prove defective because of improper material or workmanship under normal use and maintenance. This Limited Warranty is non transferable and can only be claimed by the original customer who must provide valid proof of purchase. The warranty period for physical goods purchased from Pyle Audio is one year beginning from the date of purchase. A replacement physical good or part assumes the remaining warranty of the original physical good.

*Please note:*

**You must include receipt for product(s) to be repaired if they are under warranty**

**Sound around will cover the cost of warranty along with all subsequent chargers for any items purchased within 180 days.**

**All warranty items must be shipped to Sound Around for a full evaluation by a service technician before a replacement can be granted.**

**All warrantied product(s) must be claimed within 30 days after repairs are complete.**

**We will not hold your product(s) longer than 30 days. Failure to do so may result in forfeiture of your product(s) and your rights to claim it.**

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES (INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, SOUND AROUND USA SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF EXPRESS OR IMPLIED WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY.

**Please follow the steps below to process your warranty claim**

**Print off a copy of your purchase receipt and include it with this packet If you have made an online purchase, you should be able to log on to the user account the item was purchased with and access the document in your customer order history.**

**Fill out the warranty Questionnaire (PG. 2)**

**Print off Return Shipping Waiver Form (PG. 3)**

**Pack your product carefully and any accessories that came with it (Unless otherwise instructed) and ship it out to our certified repair center. Please include all requested documents.**

**Please keep a record of your shipment tracking number**

Sound Around USA  
ATTN: Warranty 1600  
63rd St. Brooklyn, NY  
11204

**You should expect a 4 to 6-week turnaround time for any item submitted for warranty review.** If you should have any question regarding the status of your repair please contact our warranty department at 718-535-1800 x277

**Sound Around USA 1600 63<sup>rd</sup> St.  
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x277 Warranty Questionnaire**

Please answer the questions below and print this sheet for our warranty department!

*Customer Info*

Name \_\_\_\_\_

Email \_\_\_\_\_

Phone# \_\_\_\_\_

Model# \_\_\_\_\_

\_\_\_\_\_

1) Please describe the issue you are having with the item

2) Have you worked with a support tech to do trouble shooting? What things were tried?

3) Did technical support identify possible sources of the issue? What were they?

4) Are there any other issues the technician should look for during the repair?

5) Please note if you have sent any additional accessories with your item for testing that were not included with your purchase from us

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### **One Time Credit Card Payment Authorization**

Sign and complete this form to authorize Sound Around USA to make a onetime debit to your credit card listed below.

**Please complete the information below:**

I \_\_\_\_\_ hereby authorize Sound Around USA to charge my credit card for the following

**Check items to approve**

- Return Shipping of my item **\*Required\***
- Out of Warranty Repair Charge – I Preapprove the repair charge to a max of \$60.00
- Out of Warranty Repair Charge – Please call me to approve the charge

Billing Address \_\_\_\_\_ Phone# \_\_\_\_\_

City, State, Zip \_\_\_\_\_ Email \_\_\_\_\_

Account Type: Visa MasterCard AMEX Discover

Cardholder Name \_\_\_\_\_

Account Number \_\_\_\_\_

Expiration Date \_\_\_\_\_

Security Code \_\_\_\_\_

By signing this form you give us permission to debit your account for the amount indicated on or after the indicated date. This is permission for a single transaction only, and does not provide authorization for any additional unrelated debits or credits to your account. Please note if you do not approve the payment you will need to call in to submit your payment information by phone.

SIGNATURE

DATE

I authorize the above named business to charge the credit card indicated in this authorization form according to the terms outlined above. This payment authorization is for the goods/services described above, for the amount indicated above only, and is valid for one time use only. I certify that I am an authorized user of this credit card and that I will not dispute the payment with my credit card company; so long as the transaction corresponds to the terms indicated in this form.