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NAXA LIMITED WARRANTY (“Warranty”) – For Product Categories Listed in Chart Below (as applicable, “Product”)

Before returning your Product for service under this Warranty, please (i) read the instruction manual carefully and visit our website at www.naxa.com for Product updates and extended support documentation (e.g., Frequently Asked Questions, Common Troubleshooting Guides); (ii) if you are still having trouble with your Product, please contact Naxa’s Customer Support Department.

Subject to the terms and conditions herein, Naxa Electronics, Inc. (herein after called “Naxa”) warrants to the original purchaser of the Product (“Customer”) that for the applicable Warranty Period listed below, the Product will be free from defects in material or workmanship under normal, non-commercial use (“Defects”).

Warranty Period encompasses, as listed below, separate “Coverage Periods” for Parts and Labor, each Coverage Period to begin from the original date of Customer purchase. If Customer returns a defective Product (or any component thereof) during the applicable Warranty Period, Naxa will, at its option, during the specified Coverage Periods for Parts and Labor (as applicable either: (i) repair the Product (or, as applicable, any component thereof) or (ii) replace the Product (or, as applicable, any component thereof) with a new or refurbished Product (or, as applicable, any component thereof), in either case free of charge to Customer for Parts and/or Labor (as applicable) during the specified Coverage Period only, and excluding applicable shipping charges (noted below), for which the Customer is responsible. The foregoing states the Customer’s exclusive remedy and Naxa’s sole liability for breach of the limited warranty contained herein.

his Warranty specifically excludes any Product (or, as applicable, any component thereof) that has been subject to or Defects resulting from: (a) any neglect or misuse by a Customer, an accident, improper application, violation of operating instructions for the Product, any other Customer-induced damage, or the alteration or removal of any Product serial number; (b) any modification or repair to Product (or, as applicable, any

component thereof) by any party other than Naxa or a party authorized in writing by Naxa; (c) any damage to Product (or, as applicable, any component thereof) due to power surges, incorrect electrical voltage, misconnection to any device, or malfunction of any device used with the Product (or, as applicable, any component thereof); (d) cosmetic damage to the Product (or, as applicable, any component thereof) caused by normal wear and tear; (e) shipping damage that occurs while the Products is in transit; (f) damage caused by heat sources, sunlight, electromagnetic conditions, or other climatic conditions or (g) any acts of God.

Product is sold to Customer for personal, non-commercial use only. Product is not warranted for Customer's commercial or rental use. In addition, Product is not warranted against failure, and should not be used by Customer for any application where (i) there is a risk that any data stored on Product will be breached or otherwise compromised, or (ii) the data stored on Product is relied upon for medical or lifesaving applications. Naxa disclaims any Warranty for any of the foregoing uses to the fullest extent permitted by law. Customer assumes any and all risks associated with such uses of Product, and agrees to indemnify Naxa for any damages claimed against Naxa for such uses.

EXCEPT FOR EXPRESS WARRANTIES STATED ABOVE AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE PRODUCTS ARE PROVIDED "AS IS", AND NAXA DISCLAIMS ALL OTHER WARRANTIES, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY (I) OF MERCHANTABILITY, (II) OF FITNESS FOR A PARTICULAR PURPOSE, OR (III) OF NON-INFRINGEMENT OF THIRD PARTY RIGHTS. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL NAXA BE LIABLE TO CUSTOMER OR ANY THIRD PARTY FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LOST PROFITS OR REVENUES, LOSS OR INACCURACY OF ANY DATA OR COST OF SUBSTITUTE GOODS, REGARDLESS OF THE THEORY OF LIABILITY (INCLUDING NEGLIGENCE) AND EVEN IF NAXA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, NAXA'S AGGREGATE LIABILITY TO CUSTOMER FOR ACTUAL DIRECT DAMAGES FOR ANY CAUSE WHATSOEVER SHALL BE LIMITED TO THE CUMULATIVE PRODUCT FEES PAID BY THAT CUSTOMER FOR THE PRODUCTS CAUSING THE DAMAGES, IF ANY.

This Warranty gives Customer specific rights, and Customer may also have other rights that vary from jurisdiction to jurisdiction.

Warning: Some Products may contain components that are small enough to be swallowed. Please keep out of reach of children.

All warranty returns must have an RMA number provided by a Naxa Customer Support Representative. An RMA number can be obtained by contacting Naxa's Customer Support Department by phone, email or using our online RMA ticketing system at www.naxa.com.

In order for the return to be processed, you must send the Product PREPAID to the address below in the original packaging or reasonable substitute to prevent damage and include: (1) a dated sales receipt (which must have a purchase date that falls in the Warranty Period specified in the table below) that indicates the place of purchase, model number of Product, and amount paid, (2) a detailed description of Customer's problem with Product, (3) Customer's full name, phone number, and return address, (3) all of the accessories that came with the Product package must be sent along with the main Product, (4) the RMA number provided by Naxa must be


specified on the outside packing and on any documents enclosed with the Product, and (5) a cashier's check or money order payable to Naxa Electronics, Inc., in the amount specified for the item in the table below for return shipping and handling. If in the case you cannot provide a money order or cashier's check, you can contact Naxa's Customer Support Representative to arrange payment via credit card. No returned Product will be shipped back to a PO BOX. If a returned Product is found to have no problem and/or does not include ALL of the requirements indicated above, it may be returned back to the customer and will not be processed. Please allow 4 to 6 weeks for the processing of your claim (6 to 8 weeks from November to February).

Naxa Electronics, Inc.
RMA Processing


Customer Support Department

 2320 E. 49th Street Vernon, CA 90058

 support@naxa.com

 (866) 411-6292

 www.naxa.com

 Hours of Operation: Monday – Friday: 10am to 5pm PST

All prices and details below are for US Destinations excluding, Hawaii, Alaska and Puerto Rico. For excluded destinations and NON US destinations, please contact Naxa's Customer Support Department directly for additional shipping fees and return instructions.

All Product model numbers start with letters. Depending on the letters prior to your model number the warranty terms and shipping and handling costs will be listed below. If you do not find your Product below, your Product model conflicts with multiple categories, and/or are unsure of which category the Product you have purchased will fall under, please contact our Customer Support Department for further instruction.

In order to determine the exact shipping cost that must be included with your product or paid for the product being returned, please refer to the table below. Please find the product you wish to return by category or model number prefix. All Naxa model numbers will have a 2 or 3 letter prefix prior to the actual numerical number. The model number will normally be found on the actual packing and on the actual unit. For models that begin with the prefix "NX" you will need to contact Naxa's Customer Support Department directly for further payment instructions. Refurbished products will not be subject to warranty fees as they are not covered under our Naxa's Limited Warranty. Naxa will not provide any return or refund to any customer for merchandise and will only honor the Limited Warranty restrictions mentioned in this document.

In order to determine the correct Product category, please refer to the Product model number and description found on the packing and actual unit.

Alarm Clocks, Mini Radios, Digital Photo Frames (screen size less than 5"), Microphones and Antennas
Model Number Prefix References: NRC, NR, NAA, NAM & NF1 Year1 Year\$8 USD
MP3 Players, MP4 Players, Personal CD Players and Speaker Systems
Model Number Prefix References: NPC, NM, NAS and NMV90 Days1 Year\$10 USD

Product Category	Labor	Parts	Shipping
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Product Category	Labor	Parts	Shipping
Adapters, Cables, Chargers, Earphones, Headphones, Mini Speakers & HDMI Cables Model Number Prefix References: NE, NA, NAC & NA	1 Year	1 Year	\$6 USD
Alarm Clocks, Mini Radios, Digital Photo Frames (screen size less than 5"), Microphones and Antennas Model Number Prefix References: NRC, NR, NAA, NAM & NF	1 Year	1 Year	\$8 USD
MP3 Players, MP4 Players, Personal CD Players and Speaker Systems Model Number Prefix References: NPC, NM, NAS and NMV	1 Year	90 Days	\$10 USD
Home DVD Players, TVs (screen sizes 2.5" to 7"), Car Stereo Systems (no display), Portable DVD Players and Digital Photo Frames (screen sizes 5" to 11") Model Number Prefix References: ND, NT, NTD, NCA, NF, NPD, NPDT	1 Year	90 Days	\$15 USD
Portable Stereo Systems, MID Players (CoreTM), eBook Readers (NoodleTM), Camcorders (FlickTM) TVs (Screen sizes 7.5" to 12"), Micro Systems and Shelf Systems, Blu-ray Players, 5.1 Channel DVD Systems, Car Stereo Systems (with display), Car Video Systems and Car Speakers Model Number Prefix References: ND, NID, NEB, NDC, NPB, NT, NTD, NS, NSM, NCD, NCS, and NCV	1 Year	90 Days	\$20 USD
Home Theater DVD Systems, TVs (Screen sizes 12.5" to 16"), Portable Stereo Systems with Display Model Number Prefix References: ND, NT, NTD & NDL	1 Year	90 Days	\$25 USD
TVs (Screen sizes 17" to 19") Model Number Prefix References: NT and NTD	1 Year	90 Days	\$30 USD



Product Category	Labor	Parts	Shipping
TVs (Screen sizes 20" to 31") Model Number Prefix References: NT and NTD	1 Year	90 Days	\$35 USD
TVs (Screen sizes 32" and larger) Model Number Prefix References: NT and NTD	1 Year	90 Days	\$40 USD

You must call NAXA Customer Support prior to making a return. If you have an RMA ticket number from our online ticketing center you will not need to contact our support department. Please make sure to follow all directions prior to shipping back your item. If you are not sure what the shipping cost for your item is, or if your item category conflicts in the table below, please feel free to contact Naxa Support Department for further assistance.

*US destinations only.

*Policies, procedures, shipping values and restrictions are subject to change without prior notice. Category identification and model number presentation is subject to change without prior notice. Naxa is not responsible for typos or misprints.

Support Navigation



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[Manuals & Tools \(http://www.naxa.com/supportcenter/downloads/\)](http://www.naxa.com/supportcenter/downloads/)



[Spare Parts and Accessories \(http://www.naxa.com/supportcenter/spareparts/\)](http://www.naxa.com/supportcenter/spareparts/)



[Warranty Policy and Procedures \(http://www.naxa.com/supportcenter/warranty/\)](http://www.naxa.com/supportcenter/warranty/)





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Products

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Naxa Catalog

[2018 General Catalog](http://www.naxa.com/Naxa_2018_Catalog.pdf)
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Company

> [Company News](http://www.naxa.com/index.php/supportcenter/news/)
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