



Warranty Policy

All products sold by cerwinvega.com are new, first quality (never seconds) brand name merchandise. We do offer factory reconditioned items; the condition of those items is marked as factory reconditioned and they all offer a limited warranty. Cerwinvega.com will honor a full one-year limited warranty on all brand-new items. All warranty claims must be made through Cerwinvega.com customer service. If for any reason you are not satisfied with your purchase, please contact cerwinvega.com by email at ra2@dat-cvm.com. All new products unless otherwise noted carry a one-year limited warranty from Cerwin Vega, refurbished and open box products carry 90 days limited warranty. Depending on the manufacturer and the defect, the product may be repaired, replaced, or refunded. The customer is responsible for shipping charges on defective merchandise to our company or the manufacturer.

Cerwinvega.com warranty is voided if specific serial numbers, product stickers, or manufacturer seals have been removed, altered or tampered with. Warranty is also voided due to user abuse, misuse, defacing, and improper operation or installation. The warranty does not cover.

Misuse, abuse, or improper installation / operation. Subwoofers and speakers are not warranted against being blown, burned or abused. Cerwinvega.com defines abuse as, but not limited to, burnt voice coils (blackened, no continuity, melted adhesives, coil separated from the former, etc.) punctured or damaged surrounds, broken speaker terminals, bent, chipped or broken frames, ripped spiders or damaged back plates. Blown, burned, and other abused subwoofers and speakers are not covered. Submitting any of the above will be considered out of warranty.

ADDRESS:

3761 S. Hill St, Los Angeles

CA 90007, USA

MOBILE PRODUCT SUPPORT:

213-261-4161

ra@dat-cvm.com

PRO & HOME PRODUCT SUPPORT:

844-844-1339

ra2@dat-cvm.com

WORKING DAYS/HOURS:

Mon - FRI / 9:00AM - 5:00PM (PST)