



## Warranty Information

All products come with a limited warranty and have been subjected to a thorough series of tests to ensure the highest level of dependability and compatibility. It is unlikely that you will experience any problem, but if a defect should become apparent during the use of this product, iSound warrants to the original consumer purchaser that this product will be free from defects in material and workmanship for a period of 120 days from the date of your original purchase. If a defect covered by this warranty occurs, iSound, at its option, will repair or replace the product purchased at no charge or refund the original purchase price. If a replacement is necessary and your product is no longer available, a comparable product may be substituted at the sole discretion of iSound.

This warranty does not cover normal wear and tear, abusive use or misuse, modification, tampering or by any other cause not related to either materials or workmanship. This warranty does not apply to products used for any industrial, professional or commercial purposes.

1. If you require warranty service or need to return any damaged or defective items, make sure to obtain a Return Authorization Number from iSound Customer Service.

***NOTE: iSound will not process any defective claims without a Return Authorization Number.***

- To request and Return Authorization Number login/create an account.
- Click on “Completed Orders”.
- Find the order that contains the item you wish to return and click “Return Items”.
- Using the drop down menus, select the quantity you would like to return, reason for return and requested return action.

- Add any comments or additional information regarding the return in the Comments box.
  - Click “Submit Return Request”.
  - You will receive an email regarding your request within 72 hours.
2. Return the product to iSound with postage prepaid (shipping insurance recommended). iSound will not be held responsible for any damage or loss of the product during shipping. iSound will cover the cost to ship the repaired or replaced item back to you.
  3. Enclose the following items along with your returned product:
    - Copy of your original sales receipt showing the date of purchase
    - Brief description of the issue
    - Contact information including physical mailing address, daytime/evening phone numbers and email address, if available
    - Your Return Authorization Number

*All returns should be addressed to:*

**iSound**

Attn: Customer Service

P.O Box 478

Torrance, CA 90508

*Please allow 4 to 6 weeks for processing.*