



Warranty

Warranty & Repair

Products purchased from an online retailer have a 90-day warranty. If your return was purchased before 90 days, you would need to furnish a receipt showing that the unit was professionally installed.

Warranty returns are only accepted from purchases made directly from authorized online retailers. We do not accept returns from 3rd party marketplace resellers.

Soundstream warrants our products to be free from defects in materials and quality under everyday use and conditions for one year from the original date of purchase if purchased and professionally installed by an authorized dealer. Any product purchased from and/or installed by others will be warranted for 90 days only. This warranty does not cover any expenses incurred in removing or reinstallation the product and is offered to the original purchaser only.

This warranty will not cover the following:

- Any product that has been misused or physically damaged
- Any product that has been installed incorrectly (i.e., overpowered, incorrect enclosure, incorrect wiring, etc.)
- Any units that have been previously opened or repaired by a service center that Soundstream does not authorize.
- Any products that have been altered or do not conform to original factory production

Return Authorization (RA) Request Procedure:

Please complete the entire [Return Authorization Request Form](#). Read carefully and fill out all the information accordingly. For non-warranty repairs, please provide details of the problem and request an estimate before sending the product. After receiving and approving your completed request, Epsilon Electronics Inc. will issue a Return Authorization (RA) Number, which will be forwarded to you via e-mail or fax.

Pack the product(s) and RA form in suitable packaging, and send freight pre-paid to the address listed. Please clearly write the RA number on the packaging containing the product.

(Note: Any returns sent without prior authorization, or freight collect will be refused! Epsilon Electronics, Inc. is not responsible for freight charges on returns unless expressly noted.)

Upon receiving your return, Epsilon Electronics, Inc. will verify that all parts returned are indicated on the Return Authorization. Epsilon Electronics, Inc. will repair or replace the product(s) at its discretion, as detailed in the Consumer Limited Warranty. Products for

repair will be assigned to Epsilon Electronics, Inc. Repair Depot, and status will be available by inquiry.

Products to be returned to you will be covered under Consumer Limited Warranty terms unless other arrangements are previously noted and agreed to by Epsilon Electronics, Inc.

Montebello, California

(800) 832-4647