



2048 Mercer Road, Lexington, Kentucky 40511-1071 USA
 Toll-free US & Canada 800-322-8346 | Phone: 859-233-4599 | Fax: 859-233-4510
 Hours: M-F 8:30am to 5:00pm Website: www.audioauthority.com Technical Support: support@audioauthority.com

Warranty and Service Policies

Effective June 1, 2023

Limited Warranty

Unless otherwise noted, the following limited warranty terms apply to Audio Authority® products:

PRODUCT CATEGORY	WARRANTY TERM
Commercial Switching & Signal Distribution	One (1) Year Parts and Labor
Custom Integration	One (1) Year Parts and Labor
Intercom	One (1) Year Parts and Labor
AccessEZ™ Switching System	One (1) Year Parts and Labor
Aviation Ground Power Products	One (1) Year Parts and Labor

This is a limited warranty and is not applicable for products that in our sole opinion have been damaged (e.g. lightning, water, fire), altered, abused, misused, or improperly installed. Audio Authority makes no other warranties, expressed or implied, including warranties as to merchantability or fitness for a particular purpose. Additionally, there are no allowances or credits available for repair service work or installations performed by, or on behalf of, the end user.

Warranty Statement

If any product we manufacture or provide fail due to defects in materials or workmanship during the warranty period, follow the Service Exchange procedure (see page 3) and Audio Authority will replace or repair it. Contact our Technical Support staff at **800-322-8346** or **859-233-4599**, or alternatively by email at support@audioauthority.com during normal business hours to report any suspected failure. Our staff will make every effort to help you get the failed product working. Often, we are able to resolve the problem through this troubleshooting effort. If it is determined that the product needs to be returned or replaced, a Return Merchandise Authorization (RMA#) will be issued to coordinate the transaction.

A Return Merchandise Authorization (CR#) is required for ALL service returns to the factory.

Instructions for Obtaining Service

Should you experience a problem with any of the products we manufacture or provide, whether during or after the warranty period, please select the instruction set below that addresses your situation for detailed instructions on how to obtain immediate service.

[Out-of-Box Failure](#) [In-Warranty Service](#) [Out-of-Warranty Service](#)

[Self-Service](#)

[Returns for Credit](#)

The Warranty and Service Policies, prices, terms of sale, statements, and other specifications presented here supersede all previously published information and are subject to change without notice.



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Out-of-Box Failure

Any Audio Authority® product that fails to function correctly on initial receipt will be replaced using the following procedure:

- Any and all claims for out-of-box failures must be made within 30 days of the original shipment date to be honored.
- If you suspect an out-of-box product failure, please contact our Technical Support staff at **800-322-8346** or **859-233-4599**, or alternatively by email at support@audioauthority.com during normal business hours. Our staff will make every effort to help you get the failed product working. Often, we are able to resolve the problem through this troubleshooting effort. When you call or write the factory, please be ready with the Invoice Number, product model and serial number, along with the nature of the problem.
- If the product needs to be replaced, a Return Merchandise Authorization (RMA#) will be issued for the product's return to the factory for credit and a replacement product will be shipped to you.

A Return Merchandise Authorization (RMA#) is required for ALL service returns to the factory.

- You will be charged (invoiced) a security deposit equal to the normal price of the replacement product using a major credit card, or using open account terms if those terms have been established. We will pay the shipping charges for replacement items using Ground transport services. Any other method of shipment will be at your expense.
- You must return the failed item to the factory freight prepaid in the product's original packaging with all accessories included. Please be certain to mark the Return Merchandise Authorization (RMA#) on the outside of the carton you are returning for prompt processing.
- Your return must be received at our factory within thirty (30) days for reimbursement of your security deposit by credit card, or for a credit applied to your established account.

Missing Packaging or Accessories: Should the returned item be received at our factory without the original packaging or missing any included accessories, a minimum 15% restocking fee may be deducted from the reimbursement or credit due.

No Defect Found: All products returned for credit will be tested to verify the reported problem(s). If no problem is found with the returned product, a standard bench fee of \$45 may be assessed against any reimbursement or credit that may be due for the return.

No credit or reimbursement will be issued for any returned item that is received more than Thirty (30) Days after the original invoice date for the replacement item.



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In-Warranty Service

Should an Audio Authority® product fail to function as designed within the warranty period, the unit will be repaired or replaced. If you suspect a product failure, please contact our Technical Support staff at **800-322-8346** or **859-233-4599**, or alternatively by email at support@audioauthority.com during normal business hours. Our staff will make every effort to help you get the failed product working. Often, we are able to resolve the problem through this troubleshooting effort. When you call or write the factory, please be ready with the invoice number, product model and serial number, along with the nature of the problem. If it is determined that the product needs to be repaired or replaced, a Return Merchandise Authorization (RMA#) will be issued for return to the factory, freight prepaid. You may select one of two service options detailed below – Repair & Return, or Service-Exchange.

A Return Authorization Number (CR#) is required for ALL service returns to the factory.

Repair & Return: Once the product is received at our factory, it will be repaired to full working order and returned promptly to you at no charge using Ground transport services. Other methods of shipment are available, but at your expense. If we determine the product's failure was due to circumstances other than defects in materials or workmanship (damage), the transaction will be treated as Out-of-Warranty Service and you will be contacted by Technical Support with an estimate for the repair.

Service-Exchange: You will be charged (invoiced) a security deposit equal to the normal price of the replacement product shipped using a major credit card or using open account terms, if those terms have been established. We will pay the shipping charges for exchange items using Ground transport services. Any other method of shipment will be charged to the customer. You will then be responsible to return the failed item to the factory freight prepaid along with all accessories included. Please be certain to mark the Return Merchandise Authorization (RMA#) on the outside of the carton you are returning for prompt processing. Your return must be received at the factory within Thirty (30) Days for reimbursement of the security deposit originally charged to your credit card or for a credit to be issued to your established open account. If we determine the product's failure was due to circumstances other than defects in materials or workmanship (damage), the transaction will be treated as an Out-of-Warranty Service exchange.

Missing Packaging or Accessories: Should the returned item be received at our factory without the original packaging or missing any included accessories, a minimum 15% restocking fee may be deducted from the reimbursement or credit due.

No Defect Found: All products returned for credit will be tested to verify the reported problem(s). If no problem is found with the returned product, a standard bench fee of \$45 may be assessed against any reimbursement or credit that may be due for the return.

No credit or reimbursement will be issued for any returned item that is received more than Thirty (30) Days after the original invoice date for the replacement item.



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Out-of-Warranty Service

Audio Authority® products that fail after the warranty period has expired may be returned to the factory for repair at a nominal charge, if not damaged beyond the point of repair. Most Audio Authority products may be repaired by the factory at our current, published Service Fee. Additionally, we also offer a limited Field Exchange program to service out-of-warranty products.

If you experience a product failure, please contact our Technical Support staff at **800-322-8346** or **859-233-4599**, or alternatively by email at support@audioauthority.com during normal business hours. Our staff will make every effort to help you get the failed product working. Often, we are able to resolve the problem through this troubleshooting effort. When you call or write the factory, please be ready with the product model and serial number, along with the nature of the problem. If it is determined that the product needs to be repaired or replaced, a Return Merchandise Authorization (RMA#) will be issued for return to the factory, freight prepaid. You may select one of two service options below – Repair & Return, or Field-Exchange.

A Return Merchandise Authorization (RMA#) is required for ALL service returns to the factory.

Repair & Return (Out-of-Warranty): When the item is received at the factory, it will be repaired at our current service fee, invoiced, and returned via the customer's preferred shipment method. All freight charges for out-of-warranty repairs are the responsibility of the customer. Items that have been repaired and shipped back to the customer carry a limited ninety (90) day warranty.

Field-Exchange (Out-of-Warranty): You will be charged (invoiced) a security deposit equal to the value or price of the replacement product shipped using a major credit card or using open account terms, if those terms have been established. All freight charges for out-of-warranty repairs are the responsibility of the customer. You will be responsible to return the failed item to the factory freight prepaid along with all accessories included. Please be certain to mark the Return Merchandise Authorization (RMA#) on the outside of the carton you are returning for prompt processing. Your return must be received at the factory within Thirty (30) Days for reimbursement of a portion of the security deposit originally charged to your credit card or for a partial credit to be issued to your established account. The reimbursement or credit issued will be for an amount that is the difference between the originally invoiced security deposit and our current service fee for the out-of-warranty items.

No credit or reimbursement will be issued for any returned item that is received more than Thirty (30) Days after the original invoice date for the replacement item.



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Self-Service

Under certain specific circumstances, some repairs may be performed by the end user. Any attempt at self-service must be coordinated through an Audio Authority technical support specialist for continued warranty coverage to be considered. Service information, advice, and parts are available by contacting our Technical Support staff at **800-322-8346** or **859-233-4599**, or alternatively by email at support@audioauthority.com during normal business hours. Audio Authority does not cover or reimburse labor charges incurred by a customer who chooses to do his or her own service and we do not release or provide electrical schematics for self-service. Additionally, self-service may void any claim a customer may have for warranty considerations.



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Returns for Credit

Audio Authority® will accept non-service-related merchandise returns for credit on a limited basis under the following conditions:

- Please contact our Sales department at **800-322-8346** or **859-233-4599**, or alternatively by email at sales@audioauthority.com during normal business hours. Be prepared to provide the original invoice number, product model and serial number, and the specific reason you are requesting to return the merchandise. If we can accommodate your request, a Return Merchandise Authorization (RMA#) number will be issued for the return along with any necessary instructions.

A Return Merchandise Authorization (RMA#) is required for ALL service returns to the factory.

- Merchandise returned for full-credit must be in new condition, and shipped to our factory within 30-days of the original invoice date.
- After 30-days from the invoice date, or if items have been opened, merchandise returns are subject to a minimum 15% restocking charge.
- We do not “buy back” previously sold, used merchandise, or merchandise that was not originally purchased from Audio Authority. We do not accept returns for discontinued items, or for items custom-manufactured for a specific customer.
- When a return for credit is processed, the credit will be applied to the customer’s account to offset future purchases unless there is a prior agreement otherwise.
- You will be contacted for further instructions if our inspection reveals that returned items do not qualify for credit.
- Requests for inventory stock-balancing returns will be considered on a case-by-case basis. Any credit issued will require and apply to a concurrent purchase.