



Official Return Policy and Procedure

January 1, 2015

### **Standard Policy Disclosure**

For Dealers/Distributors Precision Power expressively offers One Year Video Category or Two Year Audio Category for Return Repair, Exchange, and Credit Programs solely at the discretion of Precision Power. These programs are devised to find the fastest resolution for Dealers and Distributors.

For consumer warranty, Precision Power will only accept claims that are accompanied by a sales receipt showing professional Installation and that adhere to our Warranty Standard. Products are examined at point of receipt for visible physical abuse, non manufacturer defects and adherence to stated policies. Products deemed not warrantable will be returned at the sender's expense or destroyed if not claimed within 30 days of notice.

### **Returning Defect Merchandise**

A Return Authorization (RA) is required for returning defective merchandise and is also the first step in the process. A detailed list of qualifying models must be presented for return authorization. Qualifying models are discussed in the next section. An RA can be obtained by faxing our office (323)517-9340 or emailing warranty@precisionpower.com. Once an RA is issued, product can then be returned to Precision Power. All freight costs incurred for returning product is the sole responsibility of the sender. Any return received not prepaid or collect will be refused at our receiving dock. **Consumer returns should include a \$25 cashier's check or money order to cover return freight to the consumer.**



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### **Qualified Return**

**Only Products** on our current price sheet or invoiced within one year of the official closeout date. Products must be returned in originally received packaging with all accessories or will incur a depreciation deduction. Any item outside this category needs pre-approval before return.

### **Non-Qualified Return**

Products that are discontinued more than one year from date of last purchase. Any products showing obvious physical abuse. Recycling of Demo/Sample product is prohibited. These examples will be treated as repair only. Any product classified warranty void or displaying physical abuse can be repaired at the customer's option, subject to a repair charge and customer approval. **Xenon Bulbs** are excluded from warranty.

### **Who qualifies?**

#### **Active Dealers and Distributors**

Exchange/Credit/Repair at our discretion

#### **Consumers with Valid Proof of Purchase**

Exchange/Repair at our discretion

### **Who doesn't qualify?**

#### **Inactive Distributors**

Repair/Exchange for a like model at our discretion

#### **Consumers without Valid Proof of Purchase**



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### **Notes and Additional Disclosures**

Any Dealer/Distributor returning product classified new or NPF (no problems found) as defective product, will have them returned and cover return freight, or we may opt to credit those items at the last sold price less a 15% restocking fee.

All items must be sent back including all critical accessories e.g. (video shielded cables, video distribution blocks, major wiring harnesses, remotes controls mounting plates and shrouds).

Precision Power reserves the exclusive right to void warranty on any product regardless of returning source if the product is deemed not warrantable for various reasons to include:

- FREIGHT DAMAGED GOODS
- VISIBLE PHYSICAL DAMAGE
- OBVIOUS CUSTOMER ABUSE
  - BURNT VOICE COILS (WOOFERS)
  - BURNT PCB (AMPLIFIER)
  - PUNCTURED CONES (INSTALLATION)
  - BROKEN WOOFER CHASIS, MAGNET
- CRACKED LCD SCREENS
- TAMPERED PRODUCTS (SELF REPAIRS)
- ALTERED PRODUCTS (MODS, FABS)

Precision Power as a course of Quality Control diligently inspects, tests, bench marks and/or QCs all defective returned goods to insure the highest level of product delivery. In these measures we achieve detailed results and obtain clarity for possible defects, non substantiated customer returns, return abusers etc. It is the intent of Precision Power to enforce all stated policies and identify deviances discovered during these processes. Please adhere to our return standards.





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8) Product not returned in original packaging needs to be re-packaged prior to return. Packaging must conform to original specification. Any items received damaged due to poor packaging will be returned to the sender as warranty void.

9) All items must be sent back including all critical accessories: e.g. (video shielded cables, video distribution blocks, major wiring harnesses, remotes controls mounting plates and shrouds). Missing items will be charged as follows:

- Shielded Cables = \$15.00
- Audio/Video Distribution Module = \$15.00
- Mounting Plates = \$3.00
- Shrouds = \$3.00
- Mounting Sleeve = \$5.00
- Major Wiring Harness = \$6.00
- Bass Knobs = \$10.00
- Remote Controls Small = \$6.00
- Remote Controls Unified = \$10.00
- Missing or Broken Face Panel (non lcd, basic control) = \$10.00
- Missing or Broken Face with monitor screens below 3.6" = \$35.00
- Missing or Broken Face with monitor screens 3.2" ~ 7" = \$65.00
- Missing or Broken Face with monitor screens 8" ~ 9" = \$100.00
- Broken Screen non Head Unit 3.2" ~ 7" = \$70.00
- Broken Screen non Head Unit 8" ~ 12" = \$100.00
- Broken Screen non Head Unit "15" = \$120.00
- Missing SD card with Navigation Maps = \$65.00

10) Repair items that will be returned to sender need to include the following: Sender Name, Complete Return Address and Contact Number