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Return Merchandise Authorization Procedures

Damaged Equipment Sent Back for Credit, Repair, or Replacement

Effective March 1, 2013

Hybrid Audio Technologies will not accept any returns without prior approval or consent, which will be given or withheld at Hybrid Audio Technologies' discretion. A Return Merchandise Authorization is required for all returns and can be easily obtained by calling 770.888.8200 (listen for the option for Return Authorizations). For new/unused product being returned for material credit, please reference the previous page. For product being sent back to Hybrid Audio Technologies for warranty repair or replacement, the following guidelines apply. To assist in making the process easy, please have the part number, the invoice number, and a description of the product failure – BE SPECIFIC.

Hybrid Audio Technologies will replace or repair, at Hybrid Audio Technologies' sole discretion, products or parts determined by Hybrid Audio Technologies to be defective either in materials, or workmanship, as outlined previously. This warranty does not cover any defects or costs caused by: (1) modification, alteration, repair or service of this product by any persons or company other than Hybrid Audio Technologies; (2) physical abuse to, overload of, or misuse of, the product or operation thereof in a manner inconsistent with the use indicated in the instructions; (3) any use of the product other than that for which it was intended; or (4) shipment of the product to Hybrid Audio Technologies for service. This warranty does not cover labor costs. Furthermore, as noted previously, in order to maintain warranty applicability for sensitive devices, proof of the use of a positive temperature coefficient device (PTC) must be provided in the form of sales receipt or paid invoice, showing that a Hybrid Audio Technologies PTC75 or similarly effective device, at the discretion of Hybrid Audio Technologies, was used when the device submitted for warranty repair was damaged or failed. **Hybrid Audio Technologies will no longer honor warranty claims for sensitive speaker devices that have been compromised or have failed as a result of electronic malfunction without the use of our available PTC75 part.**

Please see additional conditions or exceptions listed below. You can expect a repair or replacement of affected product to be conducted within five business days upon receipt of returned parts.

Additional conditions or exceptions:

Non-stock items are not accepted or approved for return, some exceptions may apply, contact Hybrid Audio Technologies for further authorization.

All returned products or parts must be sent freight prepaid and must be properly marked with the RMA Authorization number.

Any deviation from this procedure will result in delayed credit processing.

Authorized returns should be returned to:

Hybrid Audio Technologies

RMA # _____

1240 Oak Industrial Lane

Cumming GA 30041