

Sound Product Distribution, Inc.
12 Petra lane, Albany, NY 12205
Phone. 518-869-2599 Fax. 518-869-3795
Email info@spmreps.com
Effective 05/30/2006

RETURNS POLICY

Defective Items

- **Fill in Customer RMA Request Form or call to apply for a RMA number.**
- **State invoice number, model number, serial number and detailed description of the problem.**
- **A handling charge of \$15 per item will apply if the above information is not made available.**
- **Ship defective items to SPM freight prepaid.**
- **SPM will refuse any shipment sent collect.**
- **SPM will refuse any shipment sent without RMA number clearly marked on the outside of package.**
- **Defective items will be repaired or replaced at SPM's option and will be returned freight prepaid.**
- **The warranty does not extend to any goods that are physically damaged or modified, or that are not operated under normal conditions.**
- **A handling charge of \$20.00 plus all shipping charges will apply if returned item(s) are found to be non-defective.**
- **We are not responsible for items damaged in transit. All items are insured at time of shipment. Damage is the responsibility of the carrier and must be inspected and or refused at the time of delivery.**
- **In the event of a damage claim customer must contact SPM to verify they have refused item on delivery to be credited correctly.**

Non-Defective Items

- **No return of goods will be accepted after 30 days from the date of invoice.**
- **Goods must be returned in NEW SEALED condition and with all original packaging.**
- **SPM reserves the right to refuse any returns that are deemed to be unresaleable and subject to a return service charge and or handling fees.**
- **Restocking charge is 15%. Minimum charge is \$5.00.**
- **NO CASH REFUND, CREDIT WILL BE ISSUED.**