

## **Galaxy Audio Warranty Information:**

A RETURN AUTHORIZATION (RA) NUMBER MUST BE OBTAINED from Galaxy Audio prior to any items being returned to Galaxy Audio for return or repair. Contact customer service @ (800)369-7768.

Galaxy Audio warrants the materials and workmanship of its products as follows:

A limited THREE YEAR Warranty applies to the following products:

1. HOT SPOTS-including HSRG, HSVC, PA5XD & GALACTIC MONITOR PACKAGE
2. MICRO SPOTS-including MSVC, MSPM, MSPA(DC)
3. CRICKET Polarity Test Set
4. JACKS IN THE BOX – including the MULTI MIXER
5. Hot Spot Accessories

A limited ONE YEAR Warranty applies to the following products:

1. CHECKMATE Series-including CM130, CM140, CM150, CM160, CM-C200 and accessories
2. ANY SPOT Series-including AS-1000(R)(T), 500 & 700 SERIES, TOUR GUIDE/TRANSLATOR SYSTEMS, WIRELESS CAMERA KIT
3. ANY SPOT Accessories & Components
4. TRAVELER SERIES-including ANY SPOT TRAVELER, WIRELESS SPEAKERS, WIRED PA SYSTEM PACKAGES, TRAVELER W/ECHO
5. TRAVELER Accessories

The following are not covered by the warranty:

1. Damage to or deterioration of the exterior of the item which occurs after delivery
2. Damage after initial delivery resulting from accident, misuse or neglect
3. Damage resulting from failure to follow instructions contained in the owner's manual
4. Damage resulting from the performance of repairs by someone other than the Galaxy Audio repair department
5. Damage occurring during the shipment or delivery of any Galaxy Audio product to Galaxy Audio after initial delivery of the product to you.
6. Damage to any Galaxy Audio product which has been altered or on which the serial number has been effaced or removed.
7. Damage to or deterioration of the exterior of the item which occurs after delivery

Galaxy Audio does not authorize any third party including any dealer or Service Center to assume any liability on behalf of Galaxy Audio or to make any warranty for Galaxy Audio

### **DEFECTIVE MERCHANDISE POLICY-WARRANTY**

A RETURN AUTHORIZATION (RA) NUMBER MUST BE OBTAINED from Galaxy Audio prior to any items being returned to Galaxy Audio for return or repair. Contact customer service @ (800)369-7768.

The Galaxy Audio warranty policy is to repair and return defective merchandise. Items under warranty may be replaced at no charge if deemed un-repairable by the Galaxy Audio technician. Proof of purchase may be required to verify warranty status. Customer will be responsible for shipping charges to repair facility, repaired product will be returned shipping prepaid by Galaxy Audio. Freight charges will not be reimbursed. Credit for defective warranty merchandise must have authorization from the Galaxy Audio main office before credit will be issued and will be subject to applicable restock and replacement charges. A twenty (20%) restock fee will apply to warranty items returned for credit. The cost of replacement parts to bring the item back to "like new" condition will also be deducted from credit for warranty items

**DEFECTIVE MERCHANDISE POLICY-NON WARRANTY**

A RETURN AUTHORIZATION (RA) NUMBER MUST BE OBTAINED from Galaxy Audio prior to any items being returned to Galaxy Audio for return or repair. Contact customer service @ (800)369-7768. Repair charges are \$30.00 per hour (no minimum) plus parts. Customer will be responsible for all shipping charges. Prepayment is expected if customer is not set up with open account terms in advance. Discounts are not applicable on repairs. Open account terms for repairs will be Net Thirty (30) days. Some items past the warranty time period may qualify for a standard replacement cost. Please contact Galaxy Audio for more information.