

Warranty | Galaxy Audio

Warranty

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 or service@galaxyaudio.com

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

WARRANTY CONDITIONS

1. 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 by emailing service@galaxyaudio.com.
2. Galaxy Audio warrants the materials and workmanship of its products as follows:
3. A limited FIVE YEAR Warranty applies to the following products:
 1. CONNECT-IT Series Cables, Connectors, & Adaptors
4. A limited THREE YEAR Warranty applies to the following products:
 1. HOT SPOT Series speakers and accessories
 2. MICRO SPOT Series speakers and accessories
 3. CRICKET Polarity Test Set
 4. JACKS IN THE BOX Series
 5. LINE ARRAY Series speakers and accessories
 6. ANY SPOT WIRELESS PERSONAL MONITORS & accessories (excludes ear buds or ear cups that have a 1 yr. warranty)
 7. ANY SPOT WIRELESS MICROPHONES & accessories (excludes headset or lapel mics that have a 1 yr. warranty)
 8. Galaxy Audio Wired Handheld Microphones
 9. ANY SPOT TOUR GUIDE/TRANSLATOR SYSTEMS (excludes ear buds or ear cups that have a 1 yr. warranty)
 10. ANY SPOT WIRELESS CAMERA KITS
 11. ANY SPOT WIRELESS SPEAKER SYSTEMS
 12. ANY SPOT TRAVELER Series Portable PA Systems & components (excludes player options; 1 year & batteries; 90 days)
 13. CHECKMATE Series SPL meters and accessories
 14. CYCLONE Series Rack Cases

15. CORE Series speakers and accessories

5. A limited ONE YEAR Warranty applies to the following products:

1. ANY SPOT Headset, Earset, or Lapel Microphones & their cables
2. Galaxy Audio Ear Buds & Ear Cups
3. Galaxy Audio Wired Instrument or Test Microphones
4. Galaxy Audio Studio Microphones and their accessories
5. Galaxy Audio Installation Microphones
6. Galaxy Audio Studio Headphones
7. Galaxy Audio Carbon Boom Microphones
8. RM Series Chassis & Modules

6. 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 (where applicable)
7. 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

1. A RETURN AUTHORIZATION (RA) NUMBER MUST BE OBTAINED from Galaxy Audio prior to any items being returned to Galaxy Audio for repair or return. Contact customer service by emailing service@galaxyaudio.com
2. 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.
3. Proof of purchase may be required to verify warranty status.
4. Customer will be responsible for shipping charges to the repair facility, repaired product will be returned shipping prepaid by Galaxy Audio.
5. Freight charges will not be reimbursed.

DEFECTIVE MERCHANDISE POLICY-NON WARRANTY

1. A RETURN AUTHORIZATION (RA) NUMBER MUST BE OBTAINED from Galaxy Audio prior to any items being returned to Galaxy Audio for repair or return. Contact customer service by emailing service@galaxyaudio.com
2. Repair charges are \$60.00 per hour (\$30 minimum) plus parts.

3. Customer will be responsible for all shipping charges.
4. 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.