

Technical Support Docs:
Service, General Returns

Techsupport@ansraudio.com

Tel: 866-491-2677

General Return Procedures for Ansr Audio / Special Projects

- If your product is not functioning properly, please call our Technical Support Department at 866-491-2677 as soon as possible. In most cases our highly skilled technical support staff can assist you in diagnosing and resolving your product problems. However, in rare instances, a product is defective. In such case, if under warranty, we will repair or replace the product with an even exchange of the same item, subject to in-stock availability. Custom build orders may not be returned.
- **A Return Authorization number is required for all returns.** The RA number is obtained by calling Ansr Audio, Inc. prior to sending in the product. This applies to *all* returns, whether for repair or refund.
- **A Return Authorization Form is required for all returns.** A note in the box that says 'broke' will automatically move you to the back of the line while we try to contact you to get the proper information. Same goes for a return without a Return Authorization Form.
- **All Ansr Audio / Special Projects products returned for warranty service must include a copy of the proof of purchase.** Product serial number must match original purchase. Warranty approvals will not be granted if the proof of purchase is not enclosed. Without proof-of-purchase from an authorized dealer, all returns will be considered as non-warranty and subject to repair charge.
- Discretionary returns for refund are subject to a 15% restocking fee. No discretionary returns are accepted after 30 days. Returns for refund *must* be in original packaging and *must* be in like-new condition. Returns in non-original packaging or products not in like-new condition *will not* be accepted for refund. Refunds are calculated on original purchase price, less shipping.
- Cables may not be returned for credit, but will be repaired or replaced if under warranty (90 days).

Turnaround

- Turnaround time on standard repairs is typically 3-5 business days.
- On non-warranty repairs, the service department will contact you with an estimated cost of repair. If the estimate is declined, there will be a \$35.00 Bench Fee plus return shipping charges.
- If the unit is "scrapped" at your direction, there will be no Bench Fee incurred.
- Ansr Audio has the option to liquidate any unclaimed products after 45 days to recover repair costs.

Return Shipping

- All product repairs are returned via FedEx or UPS Ground unless otherwise requested. Canadian returns will be charged an additional \$25 fee to cover import duties. Packages should be clearly marked as 'REPAIR'.
- Warranty customers requesting expedited return shipping will be charged an additional fee of \$10.00 plus the actual shipping charges.
- Abandoned items (45 days) will be forfeited.

Special Requests

- Ansr Audio, Inc. offers a 24-48 hour priority expedited repair service at an additional charge. Contact Ansr Audio for an estimate.