



Return Policy

1. A Return Merchandise Authorization (RMA) number must be obtained from Sprox, Inc. prior to the return of any merchandise. Product returned without an RMA number will be returned to the customer at customer's expense.
2. RMA numbers are valid for a period of 30 days only.
3. All returns must be shipped freight prepaid by the customer and must have the RMA number displayed on the outside of the shipping box.
4. Make sure you include a copy of the RMA form inside the shipping box with the product(s) being returned. A copy of the completed RMA form should be kept by the customer for tracking purposes. Please have descriptions of problems included on the RMA form, ie: bad sound, no power, or power but no sound.
5. Products must have suitable packaging. Please do not place product(s) in a box without any padding such as bubble wrap, newspapers, packing peanuts, etc. DO NOT use shredded paper or Styrofoam as it gets inside the equipment and will void any warranty on the product.
6. Any damages sustained during shipping due to lack of proper packaging or mishandling by shipping company are not covered under warranty.
7. There is a \$25.00 check out fee for any products received that have no problems found (NPF) at factory.
8. Any advanced replacement product (in the case of DOA's only) not returned within 15 days will be charged to the credit card on file.
9. Sprox Inc. will only advance replace product that has been in the field for 30 days or less.
10. If you can't read the serial numbers, just put n/a in the serial number field.

Sprox, Inc.
Warranty/Repair Department
P.O. Box 679
Charlevoix, MI 49720