
SERVICE POLICY

RETURN AUTHORIZATIONS

A Return Authorization (RA) must be obtained prior to returning any product to IED. IED reserves the right to refuse any shipments delivered without a valid RA with shipping charges being the responsibility of the customer.

To obtain an RA, customers should contact the factory at (502) 267-7436 or via e-mail at ra@iedaudio.com and provide the following information about the product being returned:

- Model number(s)
- Serial number(s)
- Description of the problem
- Return shipping address

IED will respond to all RA requests within one (1) business day from the receipt of the request.

Shipping Charges

The customer will pay for inbound shipping charges related to sending any products to IED.

- IED will pay standard outbound shipping charges from IED to the customer for in-warranty repairs and advance replacements. Expedited shipping charges are the responsibility of the customer.
- The customer will pay for outbound shipping charges related to non-warranty repairs. These charges will be applied to the repair invoice.

ADVANCE REPLACEMENTS

In cases where the customer experiences problems with a product within the initial standard warranty period, IED will issue an advance replacement for the defective product permitting that a replacement is in stock and available. IED provides no guarantee that a replacement will be available. If a replacement is not available, the customer will be required to send the product in for a warranty repair.

The following provisions apply to advance replacement requests:

1. Advance replacements will not be sent to cover any product that is currently out of warranty unless the customer is a Platinum Assurance Plan or Modified Assurance Plan member with the appropriate coverage for replacement hardware through IED Support Services, LLC.
2. The customer must issue a purchase order for the replacement product that includes the purchase price of the product with a note indicating that the purchase order is for an advance replacement exchange. A credit will be issued against the order once the defective product has been returned. In the event that the customer does not return the product to IED, they will be liable for paying the outstanding invoice for the product.
3. The serial number(s) for the return part(s) must be provided in order to issue an advance replacement exchange. IED will issue a Return Authorization (RA) that will be used for the return of the exchanged product.
4. Advance replacements are covered for the original product warranty period.

PRODUCT REPAIRS

Customers must obtain a Return Authorization (RA) prior to returning product to IED for repair. In-warranty repairs will be performed and returned to the customer at no additional cost as long as the provisions of the warranty have been maintained.

Customers with out-of-warranty repair requests will be notified of the item(s) repair cost, at which time they must provide a valid purchase order for all product to be repaired.

Product will be shipped back to the customer once credit has been approved (or payment made).

Repaired products are covered under warranty for 60 days from the outbound ship date.

ABANDONED PROPERTY

IED will make three attempts to contact the customer for a repair purchase order. If no response is received within 90 days, IED will consider the property to be abandoned, at which time the property will be scrapped or recycled.

TECHNICAL SUPPORT FEES

IED provides limited technical support to customers on all products within the standard warranty period. This service is available Monday through Friday from 8:30am to 5:30pm EST, excluding holidays.

Customers requiring technical support for products after the initial warranty period has expired will be charged as follows:

- \$175 for first 90 minutes of phone/service support
- \$125 per additional hour thereafter
- Extended support (24/7/365) is available to customers by subscribing to a service contract through IED Support Services, LLC.

RETURNS FOR CREDIT

Returns for credit are conditional based on the age and condition of the returned product. Credit will not be issued until the returned products have been evaluated by the Quality Assurance department.

Serial numbers must match the original items shipped against that order. Credit against parts that were shipped as advanced replacements will be calculated from the ship date of the original equipment on that order.

NOTE: Custom manufactured and non-stocked OEM (IEDX900) parts custom ordered for specific projects are non-returnable.

Re-Stocking Fees:

Percentages are applied to the net amount of the original invoice. A restocking fee will be calculated at a percentage after payment terms and any other applicable discounts.

Items returned within 30 days after original ship date:

- Standard Parts = 10%
- Custom Configured Parts = 20%

Items returned 31 to 90 days after original ship date:

- Standard Parts = 15%
- Custom Configured Parts = 25%

Items returned more than 90 days after original ship date:

- Standard Parts = 30% if in good condition and not obsolete
- Custom Configured Parts = 50% if in good condition and not obsolete

Credit for items returned after 90 days from shipment is at the discretion of the Sales Support Manager or General Sales Manager. IED reserves the right to refuse returns for credit on product more than 90 days old.