

Smoothtalker Warranty Information

COMPANY STATEMENT

Smoothtalker takes pride in the products it produces.

The experience gained during the past 20 years has allowed Smoothtalker to achieve a product defect rate which is the lowest in the industry. In the unlikely event you need to return a product we are there to support you and make the experience as simple and easy as possible. To return a product for credit or repair, please follow the below process.

Warranty Policy

Returned goods that are received damaged for any reason will be subject to charges and might not be eligible for refund or credit.

- **Defective or Repair Warranty**

- Goods which are within the applicable warranty period can be returned for repair under warranty if they are found to be defective in materials or workmanship under normal working conditions. This does not include issues caused by normal wear and tear or customer abuse.
- Prior to returning the product you will need to email or call our toll free number and obtain a return authorization number(RMA).
- Please note that only products with a valid "Return Authorization" (RMA) number will be accepted and the freight must be prepaid by the sender. Returned goods that are received damaged for any reason will be subject to charges.
- Products which are found to be defective in materials and workmanship and are within the warranty period shall be returned freight prepaid by Smoothtalker and at no cost to the customer.
- Products which need repair and are NOT within the warranty period shall be repaired at the customers expense and the returned freight prepaid by Smoothtalker and billed to the customer.
- Products returned for NON warranty repair work will not be repaired prior to obtaining the customer approval for any applicable repair charges which may be due.

- **Warranty Exclusions**

- All SmoothTalker products carry warranty against defects in material or workmanship.
- Please note this warranty does not cover:
 - Normal wear and tear.
 - Customer abuse.
 - Electrical damage from lightning or power utility power surges or spikes.
- SmoothTalker reserves the right to repair or replace warranty items at its sole discretion.
- Repaired or replaced items carry a warranty of 90 days or the remainder of the original warranty term, whichever is longer.

All Warranty claims require proof of purchase and the original bill of sale.