

## Product Repair For Warranty Items



Grace Digital offers a 1-year warranty on Internet radios.

Ecoxgear and SoundExtreme offer a 1- or 2-year warranty, depending on when the item was purchased.

Shipping costs to our facility for repair are the customer's responsibility.

Return shipping costs back to the customer via standard ground shipping are included.

Please follow these steps to expedite your product repair:

1. No pre-authorization is necessary to return a product for repair.
2. Complete this form and include a printed copy in the box with your product.
3. Please include a copy of your receipt which shows the purchase date.
4. If your product purchase date is outside of the warranty period, please complete "Out of Warranty" section.
5. Detach the included shipping label on page 2. Attach it to the outside of the package.

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### Customer Information

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_ Apt #: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Notes: This will be the address you would like the product returned. We cannot return ship to PO Box addresses. We do not ship any product internationally. For any other location outside of the continental United States, return shipping charges will apply.

Daytime Phone Number: \_\_\_\_\_ Alternate Number: \_\_\_\_\_

Email: \_\_\_\_\_

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### Product Information

Model #: \_\_\_\_\_ Date of Purchase: \_\_\_\_\_

Please enter a short description of the problem you are experiencing:

**Payment information: ONLY If Outside of Warranty Period:**

If our product is out of our standard warranty period, we will fix most repair issues for a standard fee as long as there is no sign of abuse or other unacceptable condition as deemed by our repair center.

Internet radio repairs will be charged a flat fee of \$32.99 which includes return shipping. Items over 10 pounds will be charged a flat fee of \$49.99 which includes return shipping. Items over 20 pounds will be charged a flat fee of \$69.99 which includes return shipping. If your item requires additional fees, or cannot be repaired due to obsolescence, we will notify you.

Please return your repair with a form of acceptable payment. We accept Checks, Money Orders, American Express, MasterCard, Visa or Discover. Please be sure to fill in **all** fields below. Checks must be written out to "Grace Digital, Inc."

Type of Card:  Visa  MasterCard  American Express  Discover  Check or Money Order included with form

Cardholder Name:  Card Number:

Billing Address:  Expiration Month:  Year:

Zip Code:  Security Code:  Last 3 digits on back of Visa/MC, 4 digits on front of AMEX

**FINAL STEPS**

Print out this form and include it inside the shipping carton.

**Note: Please pack your product responsibly.** Do NOT package your return in a paper envelope. We strongly recommend that you use a shipping method that allows you to track your shipment. Grace Digital, Inc. is only responsible for your return only after it has been received in our facility.

Cut below the dotted line and attach to the outside of the package.

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From:

To:



**11870 Community Road #200**

**Poway CA 92064**