

# Product Repair For Warranty Items



Grace Digital offers a 1-year warranty on Internet radios.  
EcoXgear and SoundExtreme offer up to 2 years warranty, depending on when the item was purchased.  
Shipping costs to our facility for repair are the Customer's responsibility.

Please follow these steps for your product repair or exchange:

- No Pre-authorization is necessary to return a product for repair as long as it is still under warranty.
- Complete this form and include a printed copy in the box with your product.
- Include a copy of your receipt which shows the purchase date.
- Detach the included shipping label on page 2. Attach label to the outside of your package

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## Customer Information

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

Address: \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_

Zip Code: \_\_\_\_\_

Note: enter 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:

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## FINAL STEPS

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

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**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**