

Repair service agreement Interstate Audio B.V.

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Terms and conditions

- All equipment repairs must be accompanied with our RMA form. Repairs received without or with incomplete forms are subject to a € 30,- administrative fee.
- Equipment received without this form will not be processed.
- Repairs begin in the order they are received. If you require expedited service, please contact us for calculation of an additional fee.
- When repairs are complete, you will be sent a final invoice. Your devices will not be returned until payment has been processed or otherwise agreed.
- Repairs not claimed/paid for after 3 months will be considered abandoned and will become property of Interstate Audio B.V..
- Repairs carried out by Interstate Audio B.V. are covered by 3 months warranty from invoice date, used parts may exceed this term depending on the manufacturer's conditions.

Warranty repairs

- Devices purchased within 1 year are considered under warranty by Interstate Audio B.V., limited manufacturer warranties may exceed this period.
- Devices within manufacturer warranty period are handled with the same priority, but exclude return shipment costs and other terms that may be in the manufacturer's warranty documentation.
- Only devices within manufacturer warranty originally purchased via Interstate Audio B.V. are accepted for manufacturer warranty repair.
- When your devices arrive, we will assess to see if you have in any way voided your warranty, i.e. opened device, water damage, corrosion due to improper battery usage, etc.
- If it is determined that your devices are still under warranty by Interstate Audio B.V., all repair costs will be covered.
- You will be responsible for the cost of shipping to us.
- Interstate Audio B.V. will cover the return shipping cost via its standard shipping method in case of Interstate Audio B.V. warranty repairs.
- Expedited shipping requests will be at the customer's expense.

Non-Warranty Repair:

- All non-warranty repairs are subject to a €120,00 diagnostic fee.
- After your devices have been inspected, we will email you a quote with repair details and costs which will require your authorization before repair begins above repair costs of € 250,00.
- Repairs are carried out at a rate of € 25,00 per 15 minutes, with a minimum charge of one hour.
- All shipping costs are at the customer's expense.
- In case of repair, replacement or scrapping of the device the diagnostic fee is dropped from charge.

Shipping Instructions:

- Please ship your device with all necessary accessories.
- Your device should be shipped in the original case to prevent damage.
- If the original case is not available, we recommend using shipping foam or bubble wrap to protect your devices sufficient.
- Ship using a traceable carrier, and keep tracking info for your records.
- Any damage(s) incurred during shipping due to insufficient packaging will be at the customer's expense.

International Shipments:

- Register your merchandise in your country to avoid paying additional duties on the return shipment. You will want to include the serial numbers of your devices on the packing slip.
- The repair value is dutiable and is the responsibility of the customer.
- The description should read "Return for Repair."
- Interstate Audio B.V. will not be held responsible for any taxes/duties to send the items in for repair or back to the customer.