

**ACCOUNTING:**

9641 - 82 Ave Edmonton, AB T6C - 0Z9
P: (780) 434-9145 ext. 114 F: (780) 433-6530
EMAIL: accountsreceivable@b-b-electronics.com

HEAD OFFICE / DISTRIBUTION CENTRE:

17306 - 116 Ave Edmonton, AB T5S - 2X2
P: (780) 439-3901 TF: 1-800-279-0636 F: (780) 432-1317

warranty@b-b-electronics.com

RETURN AUTHORIZATION & IFD PROCEDURES**PROCEDURES**

- Please fill out RA/IFD Request Form and choose appropriate check box.
- Submit by fax or e-mail to B&B Electronics - warranty@b-b-electronics.com.
- **Wait for authorization # before returning or destroying product.**
- All authorization #'s are valid for 30 days.
- RWA/RMA #'s must be marked on outside of package.
- All returns must include an itemized packing slip.
- RMA/RWAs are sent in prepaid by our clients. Replacement product will be shipped out prepaid by B&B. Any product tested with no fault found will be returned to client freight collect.

DEFECTIVE PRODUCT**RWA for Exchange Only**

- All defective product will be repaired or exchanged only.
- Only defective parts should be returned.
- Product must not be defaced by marking with a felt pen, scratching cases or in any other manner. Charges will apply, and in some cases void the warranty.
- Amps will come in for repair. If amps cannot be repaired a replacement will be sent.
- Product placed by order desk is considered a new order NOT warranty. Any replacements needed for warranty purpose must go through the warranty clerk.

NEW PRODUCT**RMA for Credit Only**

- Product may still be refused once received if conditions are not met.
- Items returned may be subject to a restocking charge of up to 30%.
- Return authorization will not be granted on any stock over 60 days old.
- Offsetting order may be required.
- Special order, discontinued, and sale priced items are not eligible for return.
- Product must be complete, in original, undamaged consumer packaging.
- Charges for missing parts will apply.

IN-FIELD DESTROY**IFD (Product is replaced, but defectives are not returned to B&B)**

- **Wait for IFD# before destroying product.**
- Once IFD# is received, destroy product & submit photo with both destruction & serial # visible.
- Once photos have been received, replacement product will be shipped prepaid by B&B.

Products eligible: *At our discretion

- Focal Access, Integration, Performance, Polyglass
- Bassworx boxes
- Auditor
- Powerbass
- AudioMobile

Form or e-mail request must include:

1. Defective part (e.g."tweeter")
2. Full kit (e.g. "165CA1)
3. Serial #
4. Fault
5. Photos