

Warranty & Service

Placing an Order

You can place orders through PolkAudio.com any time, day or night. Orders received during non-business hours will be processed the next business day. Customer Service Representatives are available for telephone orders and general inquiries **24 hours a day, 7 days a week**, Pacific Standard Time at **1-800-377-POLK (7655) Option 4**.

Technical Support can be reached 9 AM to 5:30 PM, Monday - Friday, Eastern Standard Time at **1-800-377-7655**.

Products available for purchase directly from Polk Audio have "Add to Cart" buttons on the "Buy Now" pages. If you are interested in a Polk Audio product that does not have the "Add to Cart" button, visit the "Find A Dealer" page on the Polk Audio website.

Payment Options

Methods

Polk Audio accepts American Express, Visa, MasterCard, and Discover credit cards, and debit cards with Visa or MasterCard logos.

We do not accept c.o.d. orders.

Your credit card will not be charged until your order ships.

Proof of Purchase

Polk Audio will send you a confirmation of your order via email when you place an order online or over the phone. If you place an order online, you will also be directed to a confirmation page. This page will serve as proof of purchase.

Sales to United States

U.S.Sales Only

The Polk Audio Direct store & official eBay store sells and ships products within the 48 contiguous United States only.

Sales to End Users Only

Products on the Polk Audio Online Store are available for purchase by end users only. We do not authorize resale of any Polk Audio product sold through our website or call center.

eBay Sales

Sales of Polk product through the Polkdirect store on ebay are intended for end user consumers only. Products sold at this site are not authorized for sale to dealers or resellers. The warranty for sales of product on this site are available to original purchasers and end users only. Polk will not warranty those products sold on this site which have been resold by the original purchaser.

Shipping Options

Polk Audio ships all packages with FEDEX. We offer FREE Standard Shipping at no cost, or you may upgrade your shipping method during checkout at a calculated cost from FEDEX.

Depending on when you place your order, it can take anywhere from one to six days for you to receive your order after our warehouse has processed your order.

Please confirm before you checkout that your shipping address is correct. Customers that wish to change their address after goods have shipped must cover the "change of address costs" that FEDEX charges for in-route packages. Contact customer service to discuss these charges. PLEASE, avoid this extra charge by verifying you have the correct address before checkout!

General Warranty Information

Defective Polk Audio Branded Products

If you believe you have a defective product, call Polk Audio Customer Service at 1-800-377-7655 9AM and 5:30PM ET M-F). They will take you through the steps to fix it, or if it can't be fixed, will arrange to repair or replace your product according to the terms of your product warranty. See the warranty information below or refer to your product's owner's manual for warranty details.

Defective Non-Polk Audio Products

If you believe you have a defective Non-Polk Audio-branded product, please contact the manufacturer directly for information regarding the manufacturer's warranty.

To allow Polk Audio to offer the best possible warranty service, please register your new product online at: <http://soundunited.force.com/polkreistration> or call Polk customer service 800-377-7655 in the USA within ten (10) days of the date of original purchase. Be sure to keep your original purchase receipt.

Shipping Instructions

Defective Products must be shipped in the original shipping container or its equivalent, together with proof of purchase, prepaid insured to the address supplied by Polk Customer Service. Contact us for instructions from other locations. Products must be shipped in the original shipping container or its equivalent; in any case the risk of loss or damage in transit is to be borne by you. If upon examination at the Factory it is determined that the unit was defective in materials or workmanship at any time during this Warranty period, Polk Audio will, at its option, repair or replace this Product at no additional charge, except as set forth below.

Warranty Information

All replaced parts and Products become the property of Polk Audio. Products replaced or repaired under this warranty will be returned to you, within a reasonable time, freight prepaid. This warranty does not include service or parts to repair damage caused by accident, disaster, misuse, abuse, negligence, inadequate packing or shipping procedures, commercial use, voltage inputs in excess of the rated maximum of the unit, cosmetic appearance of cabinetry not directly attributable to defect in materials or workmanship, or service, repair, or modification of the Product which has not been authorized or approved by Polk Audio. This warranty shall terminate if the Serial number on the Product has been removed, tampered with or defaced.

This warranty is in lieu of all other expressed Warranties. If this Product is defective in materials or workmanship as warranted above, your sole remedy shall be repair or replacement as provided above. In no event will Polk Audio, Inc. be liable to you for any incidental or consequential damages arising out of the use or inability to use the Product, even if Polk Audio, Inc. has been advised of the possibility of such damages, or for any claim by any other party. Some states do

not allow the exclusion or limitation of consequential damages, so the above limitation and exclusion may not apply to you. All implied warranties on this Product are limited to the duration of this expressed Warranty. Some states do not allow limitation on how long an implied Warranty lasts, so the above limitations may not apply to you. This Warranty gives you specific legal rights, and you also may have other rights which vary from state to state.

The Warranty terms and conditions applicable to Products purchased in other countries are available from the Polk Audio Authorized Distributors in such countries.

This Warranty applies only to Products purchased in Canada, the United States of America, its possessions, and U.S. and NATO armed forces exchanges and audio clubs.

Polk Audio Warranty Information

This section contains warranty information to products that were purchased directly from www.polkaudio.com or an authorized Polk Audio dealer.

- 5-Year Limited Warranty on Home Audio Speakers
- 3-Year Limited Warranty on Powered Speakers and Powered Subwoofers
- 2-Year Limited Warranty on Outdoor Speakers
- 2-Year Limited Warranty on Electronics2
- 2-Year Limited Warranty on Polk/MOMO and PA Series Mobile Amplifiers
- 2-Year Limited

Warranty on all other Car Audio Speakers

Polk Audio home loudspeakers have a 5-year parts and labor warranty. The amplifiers used in our "powered speakers" and "powered subwoofers" have a 3-year warranty. All outdoor speakers, such as Atrium Series, have a 2-year warranty. Signature Series (SR), MM (Mobile Monitor) Series speakers and db Series mobile speakers have a limited 2-year warranty. Polk/MOMO Series mobile speakers are warranted for 3 years; Polk/MOMO and PA Series mobile amplifiers are warranted for 2 year. The XRt12 Reference XM Tuner, SR-H1000 Sirius Tuner, I-Sonic Entertainment System, I-Sonic Entertainment System 2, SurroundBar 360 DVD Home Theater, Surround Bar SDA Instant Home Theater and miDock products have a limited 2-year warranty.

The warranty is VOID if the serial number of the speaker has been removed or defaced. For the precise and legal terms of the warranty on a given product, refer to the owner's manual. An Acrobat Reader file of the owner's manual can be found on each product's web page. If you have any questions about your warranty coverage, or you think you need service, call Polk Customer Service at 1-800-377-7655. We're here to help you get the most from your new audio equipment

Official eBay Store (stores.ebay.com/Polk-Audio-Direct) Warranty Information

This section contains warranty information to products that were purchased directly from Polk's official eBay store.

- 2-Year Limited Warranty on Home Audio Speakers
- 1-Year Limited Warranty on Powered Speakers and Powered Subwoofers
- 1-Year Limited Warranty on Outdoor Speakers
- 1-Year Limited Warranty on Polk/MOMO Car Speakers
- 6-Month Limited Warranty on Electronics2

- 6-Month Limited Warranty on Polk/MOMO and PA Series Mobile Amplifiers
- 6-Month Limited Warranty on all other Car Audio Speakers

Factory refurbished products are returned (or open box returned) product that have been refurbished and certified by Polk Audio to match Polk's performance, functionality, and reliability standards of new product. Refurbished products may have minor cosmetics blemishes and/or imperfections. The manual and accessories are included. Cosmetic blemishes and imperfections are not covered by the warranty.

Polk Audio, Inc., warrants to the original retail purchaser only. This warranty will terminate automatically prior to its stated expiration if the original retail purchaser sells or transfers the product to any other party.

Polk Audio, Inc., warrants, to the original retail purchaser only, that the HOME LOUDSPEAKER(S), and PASSIVE CROSSOVER COMPONENT(S) on this Polk Audio Loudspeaker Product will be free from defects in material and workmanship for a period of two (2) years from the date of original retail purchase from Polk Audio.

Furthermore, Polk Audio, Inc., warrants, to the original retail purchaser only, that any CAR SPEAKER(S), CAR PASSIVE CROSSOVER COMPONENT(S), AMPLIFIER OR OTHER ELECTRONIC COMPONENT on this Polk Audio Loudspeaker Product will be free from defects in material and workmanship for a period of one-hundred and eighty (180) days from the date of original retail purchase from Polk Audio.

The warranty is VOID if the serial number of the speaker has been removed or defaced. For the precise and legal terms of the warranty on a given product, refer to the owner's manual. An Acrobat Reader file of the owner's manual can be found on each product's web page. If you have any questions about your warranty coverage, or you think you need service, call Polk Customer Service at 1-800-377-7655. We're here to help you get the most from your new audio equipment

1 EXPEDITED shipping not refundable.

2 IES & IES2, SurroundBar 360, SurroundBar SDA Instant Home Theater, miDock Products, XRt12 Reference XM Tuner, SR-H1000 Sirius Tuner

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.