



Standard Warranty

Customer satisfaction is our primary goal at Sound Storm Laboratories. To achieve that, we have assembled a team of experts to answer questions or concerns that our valued customers may have. They can be contacted via phone at [805-322-4275](tel:805-322-4275) from 8:30 am-5 pm PST M-F or open a support [TICKET](#).

Sound Storm Laboratories products have a manufacturer's warranty against defects in materials and workmanship to the original purchaser for a period of one year from the date-of-purchase [DOP]. This manufacturer warranty is non-transferable. The warranty is for repair or replacement at the sole discretion of Sound Storm Laboratories [SSL]. For service under this warranty you need to return the product to SSL. If replaced, SSL reserves the right to replace it with a new or reconditioned product of the same or similar design.

Obtain Warranty Service

Within the first 30 days from the original purchase date, SSL will provide a pre-paid return shipping label for any defective product shipped from within the 50 US States. After the first 30 days you are responsible for the freight charges incurred to send the product back to SSL. To send a product in for warranty service you will need the following:

- A Return Authorization number (RA#). Please contact our Technical Support Team to receive a RA#.
- A legible copy of the proof-of-purchase with your name, the name of the authorized dealer, the date of purchase and the model number of the product requiring service.
- Enclose a note stating the problem or issues with the product, your daytime phone number, email and return shipping address (within the USA, no P.O. Box please).

This warranty does not cover any product subjected to abuse, neglect, incorrect wiring, water or physical damage or any attempt to repair or modify the product by anyone other than an authorized SSL Repair Technician. Any damages, resulting from legal action for breach of expressed or implied warranty shall be limited to the cost of the original purchase price of the product. All liability for coincidental damages are excluded under this warranty. The Customer agrees to retain the original proof-of-purchase for establishing the effective date of this warranty. If SSL or an Authorized Dealer replaces your product under warranty, the replacement product shall be considered a transaction under the original warranty, and does not extend the original warranty period.

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.

