

Sound Substance return policy

Sound Substance products are shipped USPS with delivery verification. In the event that your purchase **from the website or by direct sales only** doesn't meet your expectations, within 7 days following delivery only, you may request a return authorization via e-mail only. Please give the specific reason for requesting the return authorization in the e-mail. An approved return material authorization number (RMA) will be issued via e-mail within 24 hours following the request. Please ship the product and all of the materials as received (box, paperwork, etc.) to the address listed in the RMA and reference the authorization number.

Sound Substance shall not be held responsible for lost equipment in returned shipments. We recommend you insure all returned items for a sum at least equal to your purchase price.

A \$10 charge will be assessed for the shipping costs. The product must be returned in the condition in which it was received. Additional charges will be added for any damage to components; switches, knobs, jacks, feet, etc. Additional charges will be added for scratches, chips, marking, or any other damage to the product surface. In extreme cases, the return will be refused and shipped back to the customer after the shipping costs are paid.

Disassembly and attempted reverse engineering not only void the product warranty, but invalidate this return option. Under no circumstances shall a product be returned that has been disassembled and or attempted to be reverse engineered. It can, however, be returned for repair. There shall be a charge for the repair. (See next page for payment options.)

Once approved, you will be promptly refunded via Paypal to your credit card or account via your e-mail address. No checks will be issued for refunds. So, please be certain to specify the e-mail address that is coupled to your Paypal account or the one you used to purchase the product.

Warranty returns are addressed on the next page.

Warranty Returns. *Sound Substance* products carry a one year limited warranty as defined on the product instruction sheet. In the event that you believe your product has failed during the warranty period and that warranty service is justified, please do the following: 1. Make a copy of the original sales receipt to show the date of your purchase. 2. e-mail us at info@soundsubstance.com. Request an RMA. Include in the e-mail a detailed description of the problem and how it happened; what was going on when the product failed; what in your estimation caused the failure. *Sound Substance* will respond to your e-mail request with the proper return authorization information within 24 hours. Please package the unit carefully. Include a copy of your original sales receipt. Also, please be certain that your name and shipping address is included in the package. Ship the unit to the address provided in the RMA. Insurance is recommended as *Sound Substance* is not responsible for items lost in shipping. Upon arrival, the unit will be looked at promptly. Warranty repairs will be performed and the unit will be shipped back to the customer via the US Mail or other carrier at no charge. In the event that in our judgment, the failure is caused by wrong power supply, physical abuse, etc. (see product instruction sheet,) the warranty is void and the customer will be advised of the charges (typically \$50.00 + shipping) via e-mail. The e-mail notification will include a statement explaining why there is a charge for the repair. Return shipping charges will be included in the cost. Items not acknowledged and left longer than 30 days will be considered abandoned and sold as used equipment. The repair charges may be paid through Paypal. Please use the following e-mail address for Paypal payments: Soundsubstance@Yahoo.com. Check or money order via the US Mail is also acceptable. Please make the check or money order payable to Sound Substance and use the address information given in the RMA. Once payment is received, the unit will be repaired and shipped back to the customer.

Please feel free to e-mail any other questions or concerns to us. Your inquiry will be answered promptly.