Warranty

Customer satisfaction is our primary and foremost goal at **BOSS AUDIO Systems.** To achieve that, we have gathered a team of experts to answer all and any questions and concerns our valued customers may have. They can be contacted via phone **805.751.4853**, 8:30 am-5 pm PST or open a support **TICKET**.

Also, eSUPPORT is available on our website where we provide the latest news, information and FAQ on our products. It is frequently updated with the "Latest Download Files", and, the "Latest Knowledge-based Articles".

We take pride in the quality of our products and we attest to that by offering one year warranty both for parts and labor.

30-Days Service Policy

If your product fails within 30 days of purchase, **BOSS AUDIO Systems** will gladly pay for both ways shipping, to repair or replace your unit. In this case you need to contact us within 30 days of purchase to obtain return authorization number. We use ground shipping with tracking number.

1-Year Free Parts & Labor

BOSS AUDIO Systems stands behind all our products with free parts and labor for 1-year from your date of purchase.

All **BOSS AUDIO Systems** products are warranted for period of one year from the date of purchase against defects in materials and workmanship. The warranty is for repair or replacement at the sole discretion of the selling dealer. If we choose to replace your product, we may replace it with a new or reconditioned unit of the same or similar design. Customer is responsible for freight charges incurred to return the product and must include a **cashier's check or money order** in the amount of $20.00 for continental U.S. or $35.00 for Hawaii, Alaska, Canada and Puerto Rice, payable to **BOSS AUDIO Systems** to cover return shipping and handling. For all other countries contact our technical support. You must send a copy of the original invoice with date of purchase. Please enclose a letter stating the problem you are having with the product, your daytime phone number, and your return shipping address (no P.O. Box please). Please contact our technical support to receive a **Return Authorization number (RA#)** before sending your item.

Please enclose a letter stating the problem you are having with the product, your daytime phone number, and your return shipping address (no P.O boxes). Please Contact us to receive a Return Authorization number (RA#) before sending your defective item.

This warranty does not cover any unit subject to abuse, neglect, incorrect wiring, water and/or physical damage, any repair or modification performed by someone other than a **BOSS AUDIO Systems** repair technician. Any damages resulting from legal action for breach of expressed or implied warranties shall be limited to the cost of the original purchase price of the unit. As a condition of this warranty, it is agreed that the remedy provided in this document is the sole remedy under this warranty. All liability for coincidental damages is excluded. The purchaser agrees to retain the original proof-of-purchase for establishing the effective date of this warranty. Should **BOSS AUDIO Systems** or an authorized dealer replace your product under warranty, this replacement shall be considered a transaction under the original warranty, and does not extend the original warranty period. This warranty is non-transferable.

Free Extended Warranty Program

When you purchase directly from BossAudio.com, one of our "Authorized Platinum Online Dealers" or purchase AND have your product professionally installed by an authorized Boss Audio dealer you qualify for a free extended warranty on the Boss Audio product you purchased as shown below:

Mobile Video & CD and DVD Receivers: 3 Years Total

(This includes all in-dash, flip down overheads, headrest monitors and DVD players)

Boss Audio will extend the warranty for an additional **two** years, **three** years total, directly to the original consumer.

Woofers, Speakers, ATV/UTV and Motorcycle Sound Systems: 3 Years Total

Boss Audio will extend the warranty for an additional **two** years, **three** years total, directly to the original consumer.

Amplifiers: 6 Years Total

Boss Audio will extend the warranty for an additional **five** years, **six** years total, directly to the original consumer.

Other Electronics and Accessories: 1 Year Total

There is No Extended warranty available on these items.

Terms and Conditions: Any purchase made from a web site other than BossAudio.com or an Authorized Platinum Online Dealer will only receive the standard one year warranty. The extended warranty is valid only on purchases made and shipped within the US and covers parts and labor to repair only. The online extended warranty program cannot be combined with the Installation Extended Warranty program. The online portion of this program is effective as of 3/14/2015. Any purchase made prior to this date will not qualify for this program. All other conditions of original warranty apply. Our current Authorized Platinum Online Dealers are:

Amazon.com Sonicelectronix.com Crutchfield.com

Audiosavingss.com Hifisoundconnection.com Vminnovations.com

To get service on any product that falls under the Extended Warranty call **805.751.4853**, 8:30 am-5 pm PST or open a support **TICKET**. The original or copy of dated purchase and installation receipt is required to validate the warranty and a statement of the problem with the product is needed.

Website: http://www.bossaudio.com/

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.