



KENWOOD USA CORPORATION CAR ELECTRONICS DIVISION

RETURN POLICY FOR INITIAL DEFECTS

In addition to the standard warranties which accompany all of our products, we also offer protection against what we refer to as “initial defects”. For clarification, “initial defects” are defined as those products which fail to function properly when initially put into use, and/or a product that ceases to function properly within 30 days of purchase by a retail customer. Should either of these conditions occur, we will exchange or issue a full credit (see below) for the defective product if it is returned to us in accordance with the following guidelines.

1a) THE PRODUCT MUST BE A CURRENT MODEL ON THE KENWOOD CONFIDENTIAL DEALER PRICE SCHEDULE.

Electronics products may qualify for coverage up to 6 months of being removed from the price schedule, and speaker products may qualify for coverage up to 12 months of being removed from the price schedule.

Qualifying products must be currently listed on the most recent Kenwood Confidential Dealer Price Schedule. Upon removal from the price schedule, electronics products may be returned for credit within a six-month period and speaker products may be returned for credit within a twelve-month period. Thereafter, all the defective products are to be handled at Kenwood authorized service center as a repair not as a return for credit.

Defective speakers purchased under these guidelines should be returned to Kenwood, Long Beach, CA once a Return Authorization number has been issued. Defective speakers should not be returned to Kenwood service centers.

1b) PROMOTIONAL WOOFER - RETURN FOR EXCHANGE ONLY

To avoid pricing discrepancies, the following promotional woofer models will be processed on a direct exchange basis only:

- KFC-W2512
- KFC-W3012
- KFC-W3012DVC

Upon receipt and approval of a return request, a matching order will be generated, referencing the return authorization. Replacement product will ship via prepaid freight at earliest availability.

2) A RETURN AUTHORIZATION NUMBER MUST BE OBTAINED.

Return authorization (RA) numbers must be obtained from your Kenwood Sales Representative or Kenwood Sales Manager. Product returned without a proper RA number will be refused and returned to the dealer freight collect. No credit will be issued without a RA number.

3) THE PRODUCT MUST BE RETURNED IN ITS ORIGINAL BOX WITH ALL PACKING MATERIAL, MANUALS AND ACCESSORIES IN INTACT.

Charges for missing boxes, packing material, manuals and accessories, will be assessed at the rates listed on the current "Missing Accessories Price Sheet". This sheet may be obtained from your Kenwood Sales Representative or Kenwood Sales Manager.

4) THE PRODUCT MUST ACTUALLY BE DEFECTIVE.

All products returned to Kenwood is inspected upon receipt. During this Inspection, each unit is first checked to insure that the original box, packing material, and accessories have been included (see #3). It is then bench tested to determine if it is working properly. There will be a 15% re-stocking charge assessed if it is determined that the returned unit is not defective. That is, it functions properly when tested and meets the published specifications.

5) THE PRODUCT BEING RETURNED MUST BE SHIPPED VIA PREPAID FREIGHT AND RECEIVED BY KENWOOD WITHIN 30 DAYS OF RA NUMBER ISSUANCE.

Kenwood may refuse to receive returned products if they are not received within 30 days. No credit will be issued.

6) OTHER SPECIAL NOTES REGARDING THIS POLICY

a) The term "full credit" is defined as the last invoiced price less a 3% returns processing fee.

b) This policy applies only to current, new product. Refurbished product may not be returned for credit under any circumstances. "Store stock" or product purchased under demo terms qualify for return only within the first 30 days of purchase by the dealer. Auxiliary input adapters, USB extensions, iPod interface cables, satellite radio interface adapters, navigation software and remote controls may not be returned for credit under any circumstances (exchange only).

c) Cosmetically damaged product may not be returned for credit. Should we receive a product that appears to have been damaged, we will notify the sender and then transfer the damaged product to a special holding area where it will remain pending carrier inspection or dealer reclamation. If the product was not damaged in-transit then the dealer will be notified. If the dealer does not reclaim after 60 days the product will be destroyed and no credit will be issued. For more details regarding this program, please contact your Kenwood Sales Representatives or Kenwood Sales Manager.

Contact:

Kenwood service
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