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Technical Support Docs:  
Service, General

[Techsupport@ansraudio.com](mailto:Techsupport@ansraudio.com)

Tel: 866-491-2677

### **General Return Procedures for Ansr Audio / Special Projects**

- If your product is not functioning properly, please call our Technical Support Department at 866-491-2677 as soon as possible. In most cases our highly skilled technical support staff can assist you in diagnosing and resolving your product problems. However, in rare instances, a product is defective. In such case, if under warranty, we will repair or replace the product with an even exchange of the same item, subject to in-stock availability. Custom build orders may not be returned.
- A Return Authorization number is required for all returns. The RA number is obtained by calling Ansr Audio, Inc prior to sending in the product. This applies to *all* returns, whether for repair or refund.
- All Ansr Audio / Special Projects products returned for warranty service must include a copy of the proof of purchase. Product serial number must match original purchase. Warranty approvals will not be granted if the proof of purchase is not enclosed. Without proof-of-purchase from an authorized dealer, all returns will be considered as non-warranty and subject to repair charge.
- Discretionary returns for refund are subject to a 15% restocking fee. No discretionary returns are accepted after 30 days. Returns for refund *must* be in original packaging and *must* be in like-new condition. Returns in non-original packaging or products not in like-new condition *will not* be accepted for refund. Refunds are calculated on original purchase price, less shipping.

### **Turnaround**

- Turnaround time on standard repairs is typically 3-5 business days.
- On non-warranty repairs, the service department will contact you with an estimated cost of repair. If the estimate is declined, there will be a \$35.00 Bench Fee plus return shipping charges.
- If the unit is "scrapped" at your direction, there will be no Bench Fee incurred.
- Ansr Audio has the option to liquidate any unclaimed products after 45 days to recover repair costs.

### **Return Shipping**

- All product repairs are returned via FedEx or UPS Ground unless otherwise requested.
- Warranty customers requesting expedited return shipping will be charged an additional fee of \$10.00 plus the actual shipping charges.
- Abandoned items (45 days) will be forfeited.

### **Special Requests**

- Ansr Audio, Inc. offers a 24-48 hour priority expedited repair service at an additional charge. Contact Ansr Audio for an estimate.