

RETURN POLICY

Returns must be approved by Origin Acoustics prior to any return attempts. Upon approval a Return Authorization number will be provided by the Customer Experience department. A return request can be initiated by calling (844) 674-4461 or emailing Sales@OriginAcoustics.com

Products can be returned for full credit if unopened and in “like new” condition, provided the return is initiated within 30 days of initial receipt of the product. After 30 days products may be returned at the discretion of Origin Acoustics and may incur a 20% restocking fee.

Once a return has been approved and a Return Authorization number has been received, the product must be delivered to Origin Acoustics, with the Return Authorization number, and in its original packaging. If the Return Authorization number is not included the return will be unable to be processed and no credit will be given. If it is not possible to ship product in original packaging, the customer is responsible for insuring the shipment for the full value of the product, or the return may be declined.

WARRANTIES & RETURN PROCESS



WARRANTY

Origin Acoustics warrants to the original retail purchaser only that product will be free from defects in materials and workmanship, provided the product was purchased from an Origin Acoustics Authorized Dealer. If the product is determined to be defective, it will be repaired or replaced at Origin Acoustics’ discretion. If the product must be replaced yet is no longer manufactured, it will be replaced with a similar product of equal or greater value. In this instance, installing the replacement model may require mounting modifications; Origin Acoustics will not be responsible for any such related costs.

REQUIREMENTS & WARRANTY COVERAGE

Warranty is only valid on product purchased through an Authorized Dealer of Origin Acoustics. Warranty only applies to the individual that made the original purchase, and it cannot be applied to other purchases or transferred. The purchaser must be able to provide proof of purchase(receipt) if requested. Warranty will be void if the identifying number or serial number has been removed, defaced, or altered.

This warranty is in lieu of all other expressed or implied warranties. Some states do not allow limitations on implied warranties, so this may not apply depending on the customer’s location. (For more information, see Magnuson-Moss Warranty Act.)

PRODUCT CATEGORY	ORIGIN ACOUSTICS WARRANTY	NOT COVERED BY WARRANTY
Indoor Architectural Speakers	Limited Lifetime	<ul style="list-style-type: none"> ■ Accidental damage ■ Damage caused by abuse or misuse ■ Damage caused by attempted repairs/ modifications by anyone other than Origin Acoustics or an authorized dealer ■ Damage caused by improper installation ■ Normal wear, maintenance, and environmental issues ■ Damage caused by voltage inputs in excess of the rated maximum ■ Damage inflicted during the return shipment
Outdoor & Landscape Speakers	5 Year	
Explorer Speakers	5 Year	
Electronics & Amplifiers	2 Year	
Speaker Accessories	2 Year	
Volume Controls & Speaker Selectors	2 Year	
Professional Speakers	5 Year	
Indoor Architectural Subwoofers	5 Year	
Powered Subwoofers	5 Year	
PRODUCT CATEGORY	AMBISONIC WARRANTY	
Outdoor & Landscape Speakers	5 Year	
Electronics & Amplifiers	2 Year	
Professional Speakers	5 Year	

All warranties and warranty conditions are subject to change. Visit docs.originacoustics.com for the most up to date warranty information and guidelines for products.