

ASHLY AUDIO SERVICE WITHIN THE USA

Please call the service dept at: 800-828-6308 x 3, to receive an RMA#

All service inside the USA is done at the factory. To receive service, send the unit to:
Ashly Audio Inc.
Attn. Service
847 Holt Rd.
Webster, NY. 14580

Include a detailed letter of explanation inside the box with the product, which states clearly the perceived problem with the unit, a daytime phone number, and a return address.
We offer priority service for anything that is sent via any type of priority shipping. Non-priority service turn-around time is typically a week to 10 days. Priority service is typically 1 day.

All Ashly Audio products carry a 5 year warranty. If your product is out of warranty, or damaged in some way that may jeopardize your warranty status, please include a request for estimate.

Our labor rate for service is \$150.00 per hour. Likewise, our minimum bench fee is also \$150.00, which will cover initial product evaluation, plus the first hour of repair time.

Regarding warranty service, Ashly is responsible for return shipping. Repaired products will typically be returned via UPS ground shipping. If quicker return is required, the customer will be responsible for the difference in expense between UPS ground, and whatever priority deemed necessary.

Before sending anything in for service, please contact technical support at 800-828-6308 *3, or service@ashly.com for a brief consultation in effort to avoid unnecessary return of non-faulty product.