

OBTAINING WARRANTY SERVICE INSIDE THE USA:

Step 1:

Please contact technical support at 800-828-6308 *3, or through our [Ashly Contact Form](#) to receive an RMA number.

A Return Authorization issued by Ashly Audio Service Department is mandatory to obtain prior to returning the product to ASHLY AUDIO, INC. Please include a written statement describing the defect, the application that the product is used in, and the RMA number. The shipper is responsible for paying the freight charges and any applicable customs fees, taxes, or duties required to return the product to Ashly Audio Inc. ASHLY AUDIO, INC., will examine the product and perform any necessary service, including replacement of defective parts, at no further cost to you.

Step 2:

Please ship your product to:

ASHLY AUDIO, INC.

Service - RMA (insert RMA #)

847 Holt Road

Webster, NY 14580-9103

It is strongly recommended that all products be returned in the original factory packaging to ensure the product arrives undamaged. If the original packaging is no longer available, the customer has the option to purchase a factory approved shipping carton for the return. Ashly Audio is not responsible for shipping damage due to improper packaging. Depending upon the extent of shipping damage incurred due to improper packaging, the warranty status may be jeopardized.

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.

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

For non-warranty service, 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.