RETURN AND WARRANTY POLICY

08/2026

While standard industry policies typically limit return warranty claims to 30 days, we have always allowed and proudly maintained a one-year warranty return coverage from the date of purchase as part of our existing service and as an ongoing courtesy and benefit to our valued customers.

An exception beyond other distributors. When dealing with warranty claims or defective car audio products, being able to offer an exception-such as stepping in to handle replacements or returns past the standard 30-day window-is a powerful differentiator.

While other larger distributors typically hard-stop their support at 30 days and force customers to deal directly with the manufacturer's red tape, going above and beyond for our dealers creates fierce loyalty. It positions your business as a true partner rather than just a middleman, providing that your service and commitment to customer satisfaction truly set you apart from the rest.

Return Policy

Merchandise returns are accepted only with an approved Return Authorization (RA) number; no exceptions will be made. Issued RA numbers are valid for 30 days. If the return is not received within this timeframe, a new RA number must be requested. **Important notice** that any unapproved returns sent to Shiflet & Dickson LLC must be picked up at the customer's expense within 30 days, or they will be subject to disposal.

Return Authorization (RA) Requirements

To submit an RA request, please provide the specific issue. General statements like "defective" or "product is bad" cannot be accepted, as manufacturers require a detailed explanation to honor the warranty. Final acceptance of any return is subject to the manufacturer's warranty terms and must be submitted within one year of the original purchase date.

Terms of Return Acceptance

We only accept returns on undamaged merchandise **purchased directly from us**. The item must be within its one-year warranty period, and all returns will be strictly verified by serial number prior to acceptance. Customers are responsible for ensuring all items are securely packaged for transit, as Shiflet & Dickson LLC is not liable for items lost or damaged during return shipping. Returns must be sent via prepaid freight or dropped off at our location for an exchange during normal business hours.

Out-of-Warranty Exceptions

Items presented beyond the one-year warranty period are generally not eligible for return. In the rare event that an exception is made to accept an out-of-warranty item.

No credit will be applied to your account until approved by the manufacturer.

Manufacturer Requirements & Final Decision: Manufacturer typically require a sales receipt proving the product was installed within the one-year timeframe. If the manufacturer ultimately denies the warranty claim based on this criteria or age, the claim cannot be honored, and there is no further recourse or credit available.

Missing Parts & Components Deductions

If an item is not being exchanged or repaired and is returned missing components, deductions may be made from the return value. Deductions apply if any original parts included with the product are missing, including but not limited to. Plugs, A/V cables, antenna, GPS antenna, screen, remote, marine remote, trim ring, SD/memory cards, wire harness or other parts or other accessories included.

Damaged Returns

Shiflet & Dickson LLC does not accept, or credit merchandise damaged during return shipping. In the event of transit damage, we will notify you immediately so you can file a claim directly with your carrier.

New Merchandise Returns

New, unopened merchandise may be returned within **60 days** of the invoice date with an approved Return Authorization (RA) number.

Approved returns requested after 60 days from the invoice date are subject to a restocking fee of up to 20%.

New Merchandise on Non-Stocked / Special Order Item Returns

Returns on special-ordered or non-stock items may be denied.

If an exception is granted and the return of a non-stocked item is approved, a **20% restocking fee** will be applied.

Return Credit Policy

Upon acceptance of returned merchandise, provisional credit will be applied directly to the customer's account. Shiflet & Dickson LLC does not issue cash, check, or credit card refunds; all accepted returns hold no cash value and are issued strictly as account credit only.

Provisional Credit Policy

When you return an item under warranty, any credit issued to your account at the time of the return is considered strictly **provisional**. This credit is applied temporarily while the item is shipped to and inspected by the manufacturer. Final approval of your warranty claim and the permanent application of the credit are subject to the manufacturer's review and acceptance. If the manufacturer denies the warranty claim, the provisional credit will be reversed, and the original balance or charge will be reinstated.

Understanding Your Return Credit

To get you taken care of as quickly as possible, we may issue provisional **credit** to your account when you drop off or ship back your return. Please note that this credit is temporary until the manufacturer officially evaluates and approves the warranty claim. Once the manufacturer inspects and approves the item, the credit becomes permanent. In the rare event that the manufacturer denies the warranty claim, we will need to reverse the provisional credit on your account.

What happens if it's approved? (The credit becomes permanent-no further action needed.)

What happens if it's denied? (The credit is revoked, and the customer may be responsible for payment or return shipping.)

How long does it take? (Giving a rough timeframe, e.g., "Manufacturer reviews typically take 2-4 months" helps manage expectations.)

Enclosure Subwoofer Replacement Policy

Defective subwoofers removed from an enclosure are eligible for a one-time replacement only (exchange). If you choose to purchase a replacement subwoofer ahead of time to service your customer quickly, you must explicitly request account credit when returning the defective subwoofer to offset the cost of that purchase.

Exchange Policy

In-Person Requirement: Standard exchanges are processed exclusively when the customer brings the defective product back in person.

Shipped Exchanges: Shipped exchanges are restricted strictly to defective **enclosure** subwoofer (**Enclosure Subwoofer Replacement Policy**).

Exchange Limit: Products are eligible for replacement only **once**. Following a single exchange, all warranty coverage and rights to further replacements are permanently concluded.

Disposal Policy for Unauthorized or Out-of-Warranty Returns

Returned products that are out of warranty or were not approved for return will be held for **30 days** from the initial date of notification. We will make up to two notification attempts via phone, voicemail, or email. If we do not receive a response within 30 days of our first outreach, the product will be automatically disposed of.

Limited Manufacturer & Clearance Returns Policy

Closeout and clearance items carry a limited manufacturer warranty or may not be covered at all. Most clearance products are non-returnable, even if they are defective. Please check with your salesperson to verify if a specific item is covered. Additionally, certain manufacturers provide Shiflet & Dickson LLC with a strict, limited timeframe to process defective warranty claims, so prompt submission is required.

Warranty Policy and Terms

Shiflet & Dickson LLC process all defective products strictly according to the specific manufacturer's warranty guidelines for repair, replacement, or credit. Defective merchandise returned complete with all original accessories and packaging will be repaired, replaced, or credited based on manufacturer terms. However, items returned with missing accessories or without original packaging will only be repaired and returned as received. The final choice to issue a replacement or account credit remains entirely at our discretion. Returns and warranties are subject to our final approval. At our discretion, qualifying items will be eligible for either replacement or credit.

Customer Shipping Responsibility Terms

The customer is responsible for freight and shipping charges associated with sending suspected defective product(s) back to our facility. All warranty returns or exchanges must be shipped pre-paid to us or to the manufacturer. If the warranty claim is verified and the product is deemed defective by the manufacturer, the return shipping cost of the product is still the responsibility of the customer. **Exchanged product** will be charged for shipping back to the customer.

If the item is tested and found to be in proper working order, or if the damage is determined to be a result of customer abuse, misapplication, or improper installation, the customer will be responsible for returning freight costs before the item is released back to them.

Return Shipping Address

United State Postal Service - Return Address

Shiflet & Dickson LLC | PO BOX 815 | Gastonia, NC 28053

UPS or FedEx - Return Address

Shiflet & Dickson LLC | 2480 Bessemer City Road | Gastonia, NC 28052

Policy Updates

Shiflet & Dickson LLC reserves the right to modify, add or revoke any terms within this **Return and Warranty Policy** at any time without prior notice.

"In car audio, clarity is key to great customer service. Our policies are designed to guide customers seamlessly through the support process, ensuring fast resolutions while maintaining consistency across every warranty and return".
