

## TERMS AND CONDITIONS

### HOW TO ORDER

End Users and Individuals: PRYME Radio Products accepts telephone orders from end users or individuals.

If you are an end user or individual and wish to purchase a PRYME product and would like to be referred to a local dealer, email PRYME at [sales.service@pryme.com](mailto:sales.service@pryme.com). Online ordering is also available at current sales price plus applicable sales tax and shipping and handling charges through [www.pryme.com](http://www.pryme.com) for customers that do not purchase from a dealer.

PRYME Sales Department is available to take orders from 6AM to 4:30PM Pacific Time every weekday, except holidays.

Customers in the U.S. and Canada can call 1-800-666-2654 toll free to speak with a PRYME representative. For all other customers, the number is 714-257-0300.

### WARRANTY

PRYME Radio Products warrants all products against defects in materials or workmanship as follows: during the warranty period (90 days, 1 year or 2 years, depending on model, from the date of purchase), PRYME Radio Products will repair or replace a defective unit, at our option, without charge for parts or labor. The limited warranty is extended only to the original purchaser and is valid only to consumers in the United States and Canada. It does not cover damage or failure caused by or attributable to abuse, misuse, improper or abnormal usage, faulty installation, improper maintenance, unpreventable natural catastrophes, or other incidences of excessive voltage, or any tampering or repairs by other than a PRYME authorized repair facility. It does not cover replacement of consumable parts, transportation costs, or damage in transit. This warranty will become void if the serial number or model number identification has been wholly or partially removed or erased.

Repair or replacement under the terms of this warranty does not extend the terms of this warranty. This warranty can only be modified by an officer of PRYME Radio Products, and then, only in writing. Should this product prove defective in workmanship or material, the consumer's sole remedies shall be such repair or replacement as provided by the terms of this warranty. Under no circumstances shall PRYME Radio Products be liable for any loss or damage, direct, consequential, or incidental, arising out of the use of or inability to use this product. Some states do not allow limitations on how long an implied warranty lasts or the exclusions or limitations of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights, which may vary, from state to state.

### RETURNS

In order to return a product to PRYME you must do the following:

1. You must request a Return Merchandise Authorization by going to [www.pryme.com](http://www.pryme.com) > support > RMA Request and filling out the RMA Request Form.
2. After filling out the form, you will receive an e-mail containing an RMA Number and instructions on how to ship the returned product(s) to PRYME. Ship the product(s) to PRYME.
3. If you do not receive the e-mail containing your RMA number, or if you have any questions or problems with the RMA form, please contact PRYME for assistance at 714-257-0300. A member of PRYME technical support or sale team will be happy to assist you.
4. Merchandise returned to PRYME for refund or exchange must be returned within (30) days of purchase, and must be contained in the original packaging and in condition for resale. Items returned for warranty service must be within the product's warranty period (one year from date of purchase for most products).

Returns that arrive at PRYME's corporate headquarters without RA numbers or proper documentation will be refused. Products lost in transit are not the responsibility of PRYME Radio Products.

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