

# PRYME<sup>®</sup> TERMS AND CONDITIONS

## How to Order

PRYME<sup>®</sup> accepts telephone orders from end-users or individuals. If you are an end-user or individual and wish to purchase a PRYME<sup>®</sup> product, and would like to be referred to a local dealer, call us or email PRYME<sup>®</sup> at [orders@pryme.com](mailto:orders@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 who do not purchase from a dealer.

PRYME<sup>®</sup> Sales Department is available to take orders from 6AM to 4:30PM PST every weekday, except holidays.

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

## Warranty

PRYME<sup>®</sup> warrants all products against defects in materials or workmanship as follows: during the warranty period (1 year or 3 years, depending on model, from the date of purchase), PRYME<sup>®</sup> 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. The warranty 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<sup>®</sup> 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<sup>®</sup>, 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<sup>®</sup> 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<sup>®</sup> you must do the following:

1. You must request a Return Merchandise Authorization at [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<sup>®</sup>.
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<sup>®</sup> for assistance at 714-257-0300. A member of PRYME<sup>®</sup> technical support or sale team will be happy to assist you.
4. Merchandise returned to PRYME<sup>®</sup> 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<sup>®</sup>'s corporate headquarters without RA numbers or proper documentation will be refused. Products lost in transit are not the responsibility of PRYME<sup>®</sup>.

## Credit

1. Items must be returned to PRYME<sup>®</sup> for credit within thirty (30) days of purchase and must be contained in the original packaging and in condition for resale. A fifteen percent (15%) restocking fee may be applied to all products returned to PRYME<sup>®</sup> for credit. Shipping fees are not refundable under any circumstances. No refunds will be issued on products after thirty (30) days from shipping date.
2. Please insure the product for its replacement value and retain a copy of the original shipping documents. We recommend shipping products to us using UPS or another service that allows packages to be tracked en route.
3. All products returned for credit must have a valid RMA number.

## Shipping

PRYME<sup>®</sup> ships all domestic orders by UPS or US Post. International orders are shipped by Mail, DHL or FedEx. Shipping by different methods (U.S. Mail, trucking lines, etc.) is available at the customer's request. However, any shipping methods requested must provide some way of tracking the product in transit and require at least a signature as proof of delivery. PRYME<sup>®</sup> will not use a shipping method that does not provide at least these two safeguards unless the customer specifically requests it. PRYME<sup>®</sup> shall not be held responsible for any product lost or damaged in transit if that product was shipped by an alternate method. The customer shall be responsible for the actual shipping charges in all cases. Unless by special offer PRYME<sup>®</sup> does not offer free shipping on orders for any reason.

## Please Note

PRYME<sup>®</sup> products are designed to produce a specific audio output level at maximum rated power. Modifying these devices in any way, including adding or removing components and accessories may change the audio output of the device and could result in PERMANENT HEARING DAMAGE.

Many countries have regulations defining the amount of noise that an individual can be subjected to during a normal workday. Compliance is application-dependent and standards vary. It is the SOLE RESPONSIBILITY of the end user to determine applicability and compliance to local hearing protection regulations.

PRYME<sup>®</sup> strongly recommends that the radio is off before installation of audio accessory. Once audio accessory is securely installed radio can be turned on. Radio volume switch is recommended to set at low position and adjusted once radio is turned on.

**PRYME<sup>®</sup>**

911 Mariner Street  
Brea, CA 92821

W W W . P R Y M E . C O M  
email: [orders@pryme.com](mailto:orders@pryme.com)

TOLL FREE: 800-666-2654  
PHONE: 714-257-0300  
FAX: 714-257-0600