

# Clarion

## Dealer Warranty Policy and Procedures OEM-Sponsored R&R Program (Exchange Bank)

**Warranty Policy:** Exchange of Defective Product with New or Refurbished Product  
\*Misuse of product, liquid intrusion, or improper installation will void warranty.

**Warranty Term:** Factory Installed CMD Source Units 2 years  
All Other Factory Installed Products 1 year

**Warranty Contact:** Clarion Corporation of America  
412 Alaska Avenue  
Torrance, California 90503  
Phone: 800.347.8933  
Fax: 310.217.4380

### Warranty Service Instructions

Please do not return any Clarion product to Marine Audio without prior authorization or unless indicated on the shipping instructions that accompany a replacement unit.

1. Inspect the product carefully to ensure the problem is truly a product defect. Please contact Marine Audio Tech Support if assistance is needed in confirming that a product is defective.
2. Call the Clarion Exchange Bank at 800.347.8933 or fax the Clarion Warranty Exchange Request form and a copy of the boat's bill of sale to 310.217.4380 to order a replacement unit.
3. The replacement unit will be shipped, freight prepaid and insured by sender, with supporting documentation, including either a Factory Service number (FS#) or Return Authorization number (RA#), depending on whether the request was fulfilled by Clarion or Marine Audio.
4. Upon receipt of the replacement unit, carefully prepare the defective unit for shipment, including all parts. Use packing materials from the replacement unit if possible. Include either the Clarion Exchange FS form or a photocopy of the Marine Audio picking sheet with the package. Damage caused by inadequate packing may render the returned unit ineligible for credit.
5. Ship the defective unit to Clarion or Marine Audio (as indicated on the shipping instructions accompanying the replacement unit) freight pre-paid and insured. The FS# or RA# must be marked on the outside of the shipping box.
6. Upon receipt and inspection of the defective unit, Clarion or Marine Audio will credit the dealer's account, less the cost of any missing or unreturned parts. Defective units not received by Clarion within 30 days of FS# assignment or not received by Marine Audio within 30 days of RA# assignment will be considered unreturned and the dealer's OEM will be debited the full cost of the replacement unit received by the dealer.



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