



## Dealer Warranty Policy and Procedures OEM-Sponsored R&R Program

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

<b>Warranty Term:</b>	Factory Installed RC & MC-series Speakers	Lifetime Limited
	Factory Installed DB, MM & UM-series Speakers	1 year
	Factory Installed PSW-series Speakers	3 year Limited
	Factory Installed PA-series Amplifiers	1 year
	Factory Installed Atrium & OWM-series Speakers	5 year

**Warranty Contact:** Marine Audio Engineering & Sales  
18065 Chesterfield Airport Rd.  
Chesterfield, MO 63005  
Phone: 800.754.9876  
Fax: 636.394.0940

### Warranty Service Instructions:

Defective returned directly to Polk Audio for exchange or repair is ineligible for reimbursement of dealer labor and freight costs.

1. Inspect the product carefully to ensure the problem is truly a product defect. Please contact Marine Audio Tech Support if assistant is needed in confirming that a product is defective.
2. Fax the Polk Audio Warranty Exchange Request form and a copy of the boat's bill of sale to 636.394.0940 to obtain a RA# and order a replacement unit.
3. The replacement unit will be shipped, freight prepaid by Marine Audio, with supporting documentation, including a RA#.
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 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 Marine Audio freight pre-paid and insured. The RA# must be marked on the outside of the shipping box.
6. Upon receipt and inspection of the defective unit, Marine Audio will credit the dealer account, less the cost of any missing or unreturned parts. Defective units not received by Marine Audio within 30 days of RA# assignment date will be considered unreturned and the dealer's OEM will be debited the full cost of replacement unit received by the dealer.



**MARINE AUDIO ENGINEERING & SALES, INC.**  
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