

Ion Audio Warranty and Return Policy

Warranty

All ION Audio products, including factory refurbished units come with a 90-day parts and labor warranty.*

*Spare parts, iCT04 and iCT04RS do not have any warranty.

Warranty & Technical Support Questions?

Telephone: (401) 658-3743

E-Mail: support@ion-audio.com

Return Policy

You may return new, unopened items within 30 days of delivery for a refund or credit towards the purchase of another item. Simply send Ion Audio an e-mail and include the following information in your e-mail:

- * Your name, address & telephone number
- * Your inMusic or SkyMall order number
- * Your item ID or product description
- * Your reason for the return

We'll provide you with an RMA number and complete return instructions in 1-2 business days via email. Please note: Items returned without an RMA number will not be accepted, so it's important that you include the RMA number on your returned shipment.

All items must be returned in their original product packaging. Working items that have been opened may be subject to a 15% restocking fee.

Damaged / Non-Working Items

In the unlikely event that you receive an item that has been damaged in shipping or is non-operational for some reason, simply follow the procedure above, and we will, at our discretion, either repair or replace the item as quickly as possible. While you may be responsible for shipping the item back to us, we will cover the cost of return shipping to you.

IMPORTANT: When returning an unopened item, please insure it! If it gets damaged in shipping and hasn't been insured, you will be responsible for the cost of repairing or replacing the item.

Questions about returning an inMusic/IonAudio.com order?

Telephone: (888) 800-0681 / (954) 761-7550

E-Mail: returns@inmusicsales.com