

Singing Machine Warranty Information

THE SINGING MACHINE COMPANY, INC. warrants this product to be free from defects in material and workmanship for a period of Ninety (90) days from date of sale to the original consumer purchaser. Product will be repaired or replaced with a new or reconditioned product at no additional charge if it is proven to be defective within the Ninety (90) day period when said product is returned at customer expense within the warranty period. THIS WARRANTY DOES NOT COVER ANY EXPENSES INCURRED IN THE REMOVAL AND REINSTALLATION OF THIS PRODUCT.

This warranty does not apply to any product damaged by accident, misuse, abuse, improper line voltage, fire, water, lightning or other acts of God, or any parts or service furnished by anyone else. The warranty does not cover cartons, carrying cases, batteries, broken or damaged cabinets, or any other items used in connection with the product or consequential damages due to defect in the product. This warranty does not cover products sold AS IS, FINAL SALE, FLOOR MODEL/LAST ITEM IN STORE, remanufactured or sold outside the SMC distribution channel. For a listing of retailers please contact our Customer Service Department via email at customerservice@singingmachine.com or at our toll free phone # (866) 670-6888. All proof of purchase must be reviewed by our Corporate Headquarters for warranty replacement authorization.

ALL IMPLIED WARRANTIES ARE LIMITED TO THE DURATION OF THIS WARRANTY. THIS IS THE COMPLETE WARRANTY AND NO OTHER EXPRESSED WARRANTY IS VALID. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR AN EXCLUSION 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 and you may also have other rights, which may vary from state to state. For callers seeking assistance outside of the US and Canada please contact our corporate office at (954) 596-1000 or email us at customerservice@singingmachine.com.

IF THE UNIT IS OUTSIDE OF THE MANUFACTURER'S WARRANTY PERIOD, please call us at (866) 670-6888 or email us at customerservice@singingmachine.com and we will give you information on how to obtain service.

TO OBTAIN SERVICE ON WARRANTY UNITS IN THE USA & CANADA, Please contact the retailer first if said product is within the store return policy time frame. DO NOT SHIP MERCHANDISE to our service facility prior to contacting our Customer Service Department via email at customerservice@singingmachine.com or at our toll free phone # (866) 670-6888. Product/s must be shipped prepaid by an insured carrier to the service center address. To establish eligibility of repair or replacement, YOU MUST INCLUDE documentation issued by our Customer Service Department. It is also necessary to include a copy of the proof of purchase confirming the item/s was sold within the 90-day manufacturer's warranty period, a shipping address, daytime phone # and an explanation of the problem. The Singing Machine Company Inc., reserves the right to refuse delivery if proper steps outlined above have not been followed.