

# CAVS USA, INC.

## Retail Customers who purchased from CAVS

### **Refund (Not defective)**

- Within 15 days from the date of purchase
- Subject to 15% restocking fee
- Shipping to CAVS will be paid by customer
- Subject to the **brand new condition** of the player and accessories
- Charges will be made on all parts not found to be brand new
- If the customer wishes to have the original unit back, then there will be only the charge of the return shipping costs

### **Refund (Defective)**

- Within 15 days from the date of purchase
- Full refund
- Shipping to CAVS will be paid by CAVS (a UPS tag will be issued)
- Subject to the **brand new condition** of the player and accessories
- Charges will be made on all parts not found to be brand new
- If the unit is found not to be defective, there will be charge of 15% restocking fee plus the return shipping costs
- If the customer wishes to have the original unit back, then there will be only the charge of the return shipping costs

### **Replacement (Defective)**

- Within 30 days from the date of purchase
- Shipping to CAVS will be paid by CAVS (a UPS tag will be issued)
- Subject to the **brand new condition** of the returning unit (exterior) and accessories
- Charges will be made on all parts not found to be brand new (exterior)
- CAVS will ship out a replacement unit at CAVS's cost if the unit is defective.
- If the unit is found not to be defective, there will be charge of 15% restocking fee plus the return shipping costs
- If the customer wishes to have the original unit back, then there will be only the charge of the return shipping costs
- All replacement will be subject to availability of the same item in CAVS.

### **After service**

- After 30 days, all defective units from customers belong to after service
- Customer has to send in the unit at his cost with RMA number
- If under warranty, the service and return shipping will be done at the cost of CAVS
- If the unit is found not to be defective, the service and shipping are done at the cost of the customer
- If out of warranty, the service and shipping are done at the cost of the customer
- All CAVS product carries 1 year parts and 90 days labor warranty
- After service carries 30 days warranty within which CAVS will issue a UPS tag for a recall.

### **Limited One Year Warranty Outside U.S.**

- Warranty is valid only in the Country where purchased, through CAVS / Authorized Distributor in that Country.  
Warranty does not cover shipping cost

\*\*Call Tag is available only within US 48 States

\*\* Terms are subject to change w/o prior notice

# CAVS USA, INC.

## Retail Customers who purchased from CAVS dealers or distributors

### 1. Refund

- Refund is available only through individual refund policy of the dealer or distributor from where the item was purchased.

### 2. Replacement (Defective)

- Replacement for a defective item can be made following the replacement policy of the dealer or distributor (from where the item was purchased) or directly from CAVS.
- It is recommended that the customer or dealer inquire about the replacement policy of the dealer or distributor before contacting CAVS for comparison of services and costs.
- To request a replacement from CAVS:
  - The purchase must be less than 30 days old
  - The shipping cost must be paid by the customer or dealer seeking replacement
  - The replacement shall be subject to the **brand new condition** of the returning unit (exterior) and accessories
  - Charges will be made on all parts not found to be brand new (exterior)
  - CAVS will ship out a replacement unit at cost of CAVS if the unit is found to be defective
  - If the unit is found not to be defective, there will be charge of 15% restocking fee plus the return shipping costs
  - If the customer wishes to have the original unit back, then there will be only the charge of the return shipping costs
  - All replacement will be subject to availability of the same item in CAVS.

### 3. After Service

- After 30 days from the date of purchase, all defective units belong to after service
- Customer or dealer has to send the item at his/her own cost if he/she wants to send to CAVS directly
- If under warranty, the service and return shipping will be done at the cost of CAVS
- If the unit is found not to be defective, the service and shipping are done at the cost of the customer or dealer
- If out of warranty, the service and return shipping will be done at the cost of the customer or dealer
- All CAVS product carries 1 year parts and 90 days labor warranty
- After service carries 30 days warranty within which CAVS will issue a UPS tag for recall.

### **Limited One Year Warranty Outside U.S.**

- Warranty is valid only in the Country where purchased, through CAVS / Authorized Distributor in that Country.  
Warranty does not cover shipping cost

\*\*Call Tag is available only within US 48 States

\*\* Terms are subject to change w/o prior notice