

PRODUCT RETURN FORM

Important notice: Please do not return any goods without contacting Crystal Acoustics first! All returns must be shipped in their **original manufacturer's packaging**.

Please fill in this form carefully, before contacting Crystal Acoustics. This will allow us to quickly process your return. Thank you for your cooperation.

Product (see invoice/delivery note): _____

Serial number: _____

Invoice number: _____

Date of invoice: ___ / ___ / ___

Customer info

Last name: _____

First name: _____

e-mail: _____

Phone: _____

Date: ___ / ___ / ___

What is the reason for you return? Please, tick or complete the above fields.

Wrong delivery Didn't like the goods Product different from what was ordered

Visual appearance Dents / Scratches Finish quality Loose / Broken parts

Technical problems Subwoofer Hum No sound Distorted sound

Audio performance / Sound quality | In this case, please provide the info below, **before returning the products.**

A. A/V Receiver crossover value | 80Hz 120Hz 150Hz Other _____Hz

B. A/V Receiver model | _____

C. DSP Effects used | THX No effects (Direct) Audyssey DSX / Cinema DSP 3D or similar

Other _____

D. Speaker settings / calibration | Automatic (with mic) Manual

Manual speaker levels

LEFT _____dB RIGHT _____dB CENTER _____dB SUR L _____dB SUR R _____dB

SBL _____dB SBR _____dB SUBWOOFER _____dB

Other reason

Please, describe:

Product Returns

You may exercise your right of return, only in case the items are **in proper condition** and will be returned in a proper **undamaged state** in their **original packaging**.

● Loudspeakers

- Crystal Acoustics offers you the option to keep the loudspeakers, for as long as 60 Days.
- If you are not satisfied with your purchase, you are entitled to return the products and Crystal Acoustics will refund your purchase. The **trial period** begins from the **date of delivery**.

Please inform Crystal Acoustics first by e-mail (info@crystalaudio.com) for your intention to return the product. You may do so by completing and sending us the Product Return Form.

The items must be returned on, or before the appropriate 60-days period.

● Consequences of Products Return

- All returns are subject to inspection. Crystal Acoustics has the right to claim compensation for the value of an item if the value has been adversely affected. Returned merchandise must include all factory-packed accessories in the original carton. Customers will receive decreased refund for damaged, missing, written upon or taped upon contents or cartons.
- Please note that you shall bear the cost of shipping the products back to us as well as the involved risk of damage or loss of the products during transport.
- For more details please see our **Returns Policy** on www.crystalacoustics.com