



Please observe the following guidelines for RMA cases. These are valid for both warranty and non warranty returns.

The following criteria must be met in order for us to accept an RMA return.

0. A Detailed error description in English including model and S/N number must be emailed to us at RMA@earthquakesound.dk prior to obtaining an RMA number.

It is the Distributor/Dealer/Installer/integrator/external service centers responsibility to do basic error checks to ensure the product is defective.

Note: 75 percent of returns have no faults and are returned due to user error.

1. All returns must prior to shipment obtain an RMA number. Please contact us at RMA@earthquakesound.dk. Any return without a valid RMA number will not be accepted.
2. Each product returned must have an individual RMA. One RMA number cannot cover multiple products.
3. The RMA number must be machine printed on the return box. If multiple RMAs are contained within one larger box all numbers must be printed on the outside as well as on the individual boxes inside.
4. All RMA must be returned in its original factory box with all packing included. Items packed in bubble wrap or peanuts will not be accepted.
5. Any accessory equipment belonging to the RMA product must be returned with the product.
6. An error description must be printed out and included with the RMA product.

Please contact us at RMA@earthquakesound.dk prior to shipping any return should you have any question.

All RMA orders that have a valid RMA order number and follow our RMA guidelines are covered by Earthquake Europe Shipping insurance.