

**J & S RADIO SALES RETURN FORM & POLICIES**

PLEASE FEEL FREE TO CALL OR E-MAIL US WITH ANY QUESTIONS

860-456-2667 OR [CUSTOMERSERVICE@JSRADIOALES.COM](mailto:CUSTOMERSERVICE@JSRADIOALES.COM)

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

INVOICE/SALES RECEIPT #: \_\_\_\_\_ RMA #: \_\_\_\_\_

E-MAIL: \_\_\_\_\_ PHONE: \_\_\_\_\_

QTY.	ITEM OR PART NUMBER

REASON FOR RETURN: \_\_\_\_\_

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**RETURN INSTRUCTIONS**

1. Call us at 860-456-2667 to obtain a Return Authorization Number.
2. You must enclose this completed return form with a copy of original Invoice or Sales Receipt.
3. ***J&S RADIO SALES WILL NOT ISSUE ANY CREDIT WITHOUT THESE DOCUMENTS.***
4. You must write the RMA number on the shipping label or outside of the box. **If the box does not have a Return Authorization Number (RMA) on the outside of the box, the package will be refused.**

SHIP TO:  
J & S RADIO SALES  
1147 MAIN STREET  
WILLIMANTIC, CT 06226

**RETURN POLICY**

1. Items will be accepted for return up to 15 days from the date of purchase. Original freight charges are not refundable.
2. Customers are responsible for return shipping of merchandise. It is advisable to use a service that will track your package i.e. UPS, FEDEX or DHL.
3. Returns will be processed upon receipt of package. No freight charges will be refunded.
4. All returns must be properly packaged, secured & insured. Credit will not be issued for items that were damaged in transit to J&S Radio Sales.
5. Any items that are returned must be new, unused and in their original packaging including all original hardware and instructions. No credit will be issued for any equipment that has been previously installed as well as any items showing any wear, damage, modification or installation (which includes scratches, dings, dents, cut or stripped wires).

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## **PRODUCT EXCHANGES**

Exchanges may be made within 15 days of purchase. It will be at our discretion to repair or replace any defective product. Any returned items will be processed the same day they are received. The customer is responsible for all shipping charges on any returned items to J&S Radio Sales. Please contact us at [returns@jsradiosales.com](mailto:returns@jsradiosales.com) or 860-456-2667. Any product willing to be exchanged must follow the return instructions and policy to be accepted or J&S Radio Sales will not issue an exchange.

## **DAMAGED MERCHENDISE**

Any items that are damaged upon delivery must be reported to J&S Radio Sales within 24 hours of receipt of package. No damages will be covered if a report is not made.

## **SPECIAL ORDERS**

All special ordered items are not returnable. Any special order placed requires a minimum 50% deposit to order. Any cancelled special orders will be charged a \$25.00 cancellation fee. If a special order has already shipped from the manufacture, it cannot be cancelled.

## **WARRANTIES**

All and any warranties or repairs are handled by the manufacture of the products we sell. J&S Radio Sales does not provide or hold the warranty on any product we sell. We will help to service any product under warranty in the best way possible. Please contact us at 860-456-2667 or [sales@jsradiosales.com](mailto:sales@jsradiosales.com) with any warranty or repair issues. As with any manufacture warranty a valid proof-of-purchase is required to validate the warranty. Make sure this is included with any product sent to J&S Radio Sales or the manufacture for a warranty claim. The customer is responsible for any shipping charges to J&S Radio Sales for any warranty item. J&S Radio Sales will be responsible for shipping charges on the return to the customer.