

Returns/Exchanges/Policies

SATISFACTION GUARANTEED!

Outdoor Speaker Depot, we want you to be 100% satisfied with your purchases. If you are not happy, neither are we. We offer a 30-day trial period for you to test our products and make sure it's right for you. There are some steps you need to take to make sure the process goes smoothly. If you decide to return an item, follow these guidelines and we will do our best to help you along.

30-Day Return Policy

To qualify for the 30-day refund, please make sure the following terms are met:

The return must be within the 30-day trial period. This is calculated exactly 30 days after you receive your product. Please understand that we cannot make any exceptions to this rule.

- Items are in the original packaging, including packing materials, warranty cards and manuals.

The original packaging is placed in a separate box for shipment. Do NOT use the product package as the shipping box. Do not write on or add shipping labels to the original packaging.

- Product has not been damaged during return shipping.



WRONG!



CORRECT!

Shipping Costs

Customers are responsible for shipping costs on all returns with the exception of defective products or an error on our end in shipping the correct product. If you receive a product that is not working properly or we made an error in shipping, contact us directly. Outdoor Speaker Depot is not responsible for lost shipments on returns. You must file a

shipment freight claim with the respective shipper.

Defective or Missing Items Policy

us for any claims of missing or defective items within 10 days after receipt of your shipment. Always open and test your items immediately after you have received it. If you go beyond the 30-day trial, we cannot honor the refund. If you receive defective product, product with missing items, or product that you did not order, contact us at 888-779-4968 or email rma@outdoorspeakerdepot.com

Restocking Fee

cts must arrive to Outdoor Speaker Depot with original packaging and all parts and manuals to receive credit. If an item is returned without the original packaging in original condition, a 15% re-stocking fee will be applied.

Canceling Your Shipment

an cancel items that have not been shipped yet, but remember that Outdoor Speaker Depot has a same-day shipping policy. To cancel an order that has not yet shipped, contact our customer service department immediately at 888-779-4968. If the item has been shipped, it cannot be canceled and you will have to go through the 30-day return process.

For Wireless Speaker Returns, [CLICK HERE](#)

Return Merchandise Authorization (RMA)

If you meet the above policy guidelines, you are ready to start the return process. All returns require a return authorization number and must have the RMA paperwork included in the package. Follow these guidelines:

1. Email our Return Department at rma@outdoorspeakerdepot.com for a Returned Merchandise Authorization (RMA) Number.
2. Download and print out this [RMA/Warranty Form Download](#). Fill it out and include it in your return package.

Include the RMA/Warranty Form in the shipping box that contains all original packaging materials, unused warranty cards, and instruction booklets. Your return package should include the copy of your packing slip and the RMA form for your return. Do not write anything on the box. Please write on separate paper.

Wrap the package securely and mail it to the address listed below (the address is also on your packing slip). For your protection, expensive items should be returned via an insured carrier with tracking capability.

Click [here](#) to print out an authorized return address label:

REPAIRING/WARRANTY INFORMATION

If you have a repair or warranty service request, please email to rma@outdoorspeakerdepot.com. Include your name, order number, address and phone number. Please write a description of the problem and we will contact you with instructions.

Important Warranty Information!

Note: OSD Audio warranties products for defects. For Rock speakers, the warranty does not include cosmetic changes, such as faded paint due to exposure to sun and/or chipped paint or cracking that results from exposure and normal wear and tear. For patio and outdoor ceiling speakers, the warranty does not include rust that appears on the grills and brackets resulting from exposure to damp environments.

Preventing Fading on Speakers

Fading or cracking can occur on any component that is exposed to outdoor elements. To prevent fading, try to position your rock speakers in a shaded area.

speakers that are directly exposed to the sun can be protected with clear coat spray paint.

Protecting Grills and Brackets

can occur on the grills and brackets of Patio and outdoor ceiling speakers. Try to install your patio speakers under eaves for maximum protection. OSD recommends spraying clear coat or Rust-o-leum on the grills and brackets for added protection.