

Warranty



Parts, Service and Warranty Repair

Our products are world renowned for their top-quality. However, you may have questions about how to operate your radio, or would experience some technical difficulties.

We recommend using this online resource before calling us. This resource is compiled to give you your warranty information, answer questions that most others have had trouble with, and to download resources such as owner's manuals and other helpful support items. Please give us a call, should you need further assistance.

To help you get the most out of your radio we have a dedicated team of technician support specialists ready to help you with your problems.

Out - of - Warranty Service? Sangean doesn't only support their products during the warranty period. If you need repairs after your warranty has expired give us a call for current out-of-warranty pricing and details.

Warranty Information

All products come with at least a 90 Day warranty against defects in workmanship and materials.

Sangean Warranty Policy

Sangean America, Inc. warrants its products to be free from defects in material and workmanship under normal use and conditions on parts & labor. Specific periods of warranty vary by product and product category. See below for a listing of warranty period..

This warranty does not cover :

1. Units that have been misused or damaged by accident.
2. Units that have been repaired or altered by persons other than the Sangean America Service Center.
3. Damages caused by leaking or defective batteries, batteries used past their expiration date, or other damage created by batteries.

Should service be necessary for any reason due to manufacturing defect or malfunction during the warranty period Sangean America, Inc. will repair or replace, at its discretion, the defective merchandise at no charge (except for a small charge for handling, packaging, return postage and insurance), upon delivery of this product to Sangean America, Inc. Service Center with a copy of proof of purchase date.

Things to include with returned product :

1. Copy of proof of purchase that includes the date of purchase.
2. A letter explaining the nature of the problem you are experiencing with your product.
3. Current and detailed contact information in the case that we need to contact you.
4. A check or money order in the amount of \$6 or \$8 as indicated on the chart below.

Shipping Instructions :

1. Remove the batteries (if applicable) from the unit prior to shipping. Failure to do so may create further damage to the radio and void the warranty.
2. Include all accessories included with the radio. This includes power cords, adapters, headphones, antennas, remotes, and owners manual.
3. Properly package your product using appropriate protective materials such as peanuts, air packets, newspaper, bubble wrap or other.
4. We always recommend that you insure your package for the full retail value of your radio and use a method of shipment that provides some form of tracking or delivery confirmation. We are not responsible for lost packages.
5. Repair times vary, but please allow 3-6 weeks to receive your repaired or replaced radio.

Ship to :

Sangean America, Inc.
ATTN: Service Department.
9900 Jordan Circle Santa Fe Springs, CA 90670, U.S.A.
Tel: (562) 941-9900
Fax: (562) 941-9909
Toll Free: (888) 726-4326