

Westone Return Merchandise Policies

Return Merchandise Policies

All returned merchandise must be accompanied by a Return Merchandise Authorization (RMA) number. Please call us to request an RMA number. RMA numbers must be obtained within 30 days from the date of the invoice.

Defective Merchandise

- May be returned within 30 days of the invoice date for credit or exchange after obtaining a RMA number.
- If you received incorrect or damaged merchandise, we will provide you with a label for return shipping.
- All paperwork, including warranties and instructions, must be returned along with the original packaging. Place the manufacturer's box into a shipping box (plastic bags are not sufficient packaging). DO NOT put any stickers, labels, tape, or marks on the original manufacturer's packaging.
- A manufacturer's warranty is included with many products. Products that become defective after the 30-day return period, and within the manufacturer's warranty period, should be sent directly to the manufacturer with a copy of your receipt enclosed. See manufacturer's warranty for further instructions.

Non-Defective Merchandise

- May be returned within 30 days of the invoice date after obtaining RMA number.*
- May be subject to a restocking fee.
- Must be returned in new and resalable condition in the original packaging. Items damaged or showing signs of use are not returnable. Items missing will be subject to additional charges.
- All paperwork, including warranties and instructions, must be included along with the original packaging. Place the manufacturer's box into a shipping box. DO NOT put any stickers, labels, tape, or marks on the original manufacturer's packaging.
- Freight charges incurred due to returned merchandise are the responsibility of the customer. We recommend that you use FedEx or UPS with insurance for returns. Westone cannot be responsible for lost or damaged packages.

Returns Procedure:

- Call us at 1-800-525-5071 and request a Return Merchandise Authorization (RMA) number. We will need the following information:
 - Purchaser/Business Name, account number and invoice number
 - Product serial number, if applicable
 - Reason for return. If defective, describe specifically what is wrong.
- Merchandise should be packaged in such a way as to protect the product and its packaging.
- Clearly mark the RMA number on the outside of the shipping box.
- Include a copy of the original invoice in the package.
- All merchandise must be shipped prepaid and fully insured to:

Westone Laboratories, Inc.
RMA# _____
2260 Executive Circle
Colorado Springs, CO 80906

Credit Terms and Policies

Credit will be evaluated after submission of a Westone credit application. Please call us at 1-800-525-5071 or email customerservice@westone.com to request a credit application. Westone assigns a credit limit to each customer. All balances reflected on the monthly statement are due within 30 days of the statement date.

Accounts that are past due or that exceed the credit limit may be placed on hold, and credit terms may be changed to a prepaid basis or suspended. Past due accounts may also be placed with a collection agency.

Note: *Westone Laboratories, Inc. does not accept liability arising out of the use, the misuse or inability to use any accessory, tool, or product described herein, or any accessory, tool, or product subsequently offered for sale by Westone Laboratories, Inc. The user assumes all risk and liability whatsoever in connection with these tools and products.*

*Exceptions are: Etymotic Research Filters - 10 days from date of invoice. Ear Tips are non-refundable due to hygiene/health concerns. Prices and products subject to change without notice. Payable in U.S. funds only.