



For warranty claims and service requests, please contact Houghtunes directly by filling out the Warranty Form in the above tab. A Houghtunes Tech will respond within 2 business days. The Tech will determine if the product is valid for immediate warranty replacement or if it needs to be sent in for further testing (service request). In all cases, proof of purchase is required.

Located in Canada, Houghtunes understands that sometimes shipping from the United States can be complicated due to the extra paperwork required for customs clearance. Prepaid UPS shipping labels can be purchased (with all customs paperwork completed electronically) starting at \$15. This offer is valid for customers within the main 48 States. If you are outside North America, but made your original purchase through a dealer based in North America, Houghtunes will ship replacement products to the authorized Drag Specialties Dealer in North America.

Warranty replacement

Once an RA number has been issued by a Houghtunes Tech, the purchase date of the product and if the customer has a valid receipt will determine if the customer will receive an email with a prepaid UPS label, OR instructions on how to return the product to Houghtunes at their expense. In either case once Houghtunes sees the item "in transit" the replacement item will be shipped out. Failure to follow the return instructions may result in the return being refused/ rerouted back to the customer at the customer's expense.

Service requests

Once an RA number has been issued by a Houghtunes Tech and depending on the age of the product and if the customer has a valid receipt the customer will either receive an email with prepaid UPS label OR instructions on how to return the product to Houghtunes at the customer's expense. Houghtunes assumes responsibility for costs associated with the return for valid service item/ replacements only. Failure to follow the return instructions may result in the return being refused / rerouted back to the customer at the customer's expense. Customers are also responsible for ensuring items sent in for service have been packaged appropriately so they are not damaged in transit. Product damaged in shipping will not be covered under warranty!

Houghtunes Speakers are warranted for a period of 20 years from original purchase date to the original owner.

Houghtunes Branded Amplifiers on this website are warranted for 3 years from original purchase date to the original owner unless otherwise stated in the owner's manual.

Products found to be defective during the warranty period will be repaired or replaced (with a product deemed to be equivalent) at Hogtunes sole discretion.

What Is Not Covered:

- 1) Any expense related to the removal or re-installation of Hogtunes products.*
- 2) Repairs to these products performed by anyone other than Hogtunes.*
- 3) Subsequent damage to any other components.*
- 4) Any product purchased from a non-authorized Hogtunes/Drag Specialties dealer.*
- 5) Damage to Hogtunes products due to an accident or collision.*
- 6) Hogtunes Amplifiers with broken or removed "warranty void" stickers*
- 7) Damage due to water from any non-standard (custom) installation*
- 8) Damage from incorrect installation, product removal, improper use, abuse, or modifications.*
- 9) Damage to inbound product due to unsatisfactory packaging.*
- 10) Any expenses related to custom finishes or paint for any reason.*