



Return merchandise

No return on electronic parts. All other items need to have an RMA number prior to be sent. To get your RMA number, contact us at 450-359-0604. You have 30 days from invoice date to contact us about a return and a copy of your invoice must be sent with each item returned. Restock fees of 25% applied on return goods. All packages must be send prepaid and with all duty, taxes and other fees already cleared. Unauthorized returns and collect shipment will be refused and therefore sent back at your expenses.

Back orders

All back ordered items will be shipped to you without notice as they become available. It is your responsibility to cancel any back-orders. All refused back-orders are subject to a 25% restock fee. All returns B/O need to receive an RMA# prior to be sent. All packages must be sent prepaid and with all duty, taxes and other fees already cleared. Unauthorized returns and collect shipments will be refused and therefore sent back at your expenses.

Defective goods

Koso North America takes care of all warranty cases, no exception. If you decide to handle any warranty cases, it is to your responsibility.

1. First step for technical support is that customer call us directly while the item is still installed. (local # **450-359-0604**, toll free # **1-877-777-0604**)
2. Then a tech will help customer by trouble shooting.
3. If the problem is not solved that way, tech will allow a return and RMA#, instruction and form will be emailed to customer directly.

All packages must be sent prepaid and with all duty, taxes and other fees already cleared. Unauthorized returns and collect shipment will be refused and therefore sent back at customer's expenses. ***Koso North America does not offer any support nor guarantee for products purchased outside North America and for products that are not listed on our website***

Warranty information

Koso North America warranty applies to manufacturing defects only. Koso North America will not guarantee the cost of removal or re-installation of its products and in case of malfunction no collateral damaged can be claimed. Determination of warranty on any product is subject to inspection by Koso North America technician. No credit or replacement of goods will be made without the inspection of the goods by Koso North America. Warranty on our products is one year from the purchasing date. Koso North America reserve the choice to repair, replace of credit

the defective goods. ***Koso North America does not offer any support nor guarantee for products purchased outside North America and for products that are not listed on our website***