



## **2010 Return Authorization Policy**

### **Obtaining an RA#:**

1. Online Return Authorization Form:  
[www.diamondaudio.com/return\\_form.html](http://www.diamondaudio.com/return_form.html)
2. Phone: 480.820.2075
3. Fax RA form to 480.813.6210

### **Warranty Policy:**

Diamond Audio warrants all amplifiers and speakers to be free of defects in material and workmanship for a period of 1 year. **If Diamond Audio amplifiers and speakers are installed by an Authorized Dealer, Diamond Audio warrants all amplifiers and speakers (excluding D1 series speakers) to be free of defects in material and workmanship for a period of 3 years.** Diamond Audio warrants all D1 series speakers for a period of 1 year.

### **Warranty Procedure:**

**Speakers and Subwoofers:** Only the cone/voice-coil assembly needs to be returned. Cut the surround, then the spider and finally, the tinsel leads. After this, the cone assembly should lift out. All returns must have the serial number taped to the cone. The serial number can be found underneath the spider, attached to the top of the magnet plate. Please remove the sticker and tape it to the cone. This process will save shipping costs and allow us to check and replace speakers much faster. **Burnt Voice-coils are a result of excessive power or abuse, not manufacturing defect, and will not be covered by warranty.**

**Amplifiers:** All defective amplifiers must be returned for replacement. Every amplifier will be tested. If we discover the amplifier is working properly, you will receive a phone call from our technical support department asking for additional information, so we can duplicate the application and re-test. **If the amplifier found to work properly, the amplifier will be returned to you.** Our technical support department is available to help troubleshoot problems.

### **Shipping:**

Once you have received your RA#, ship your return to the following address:

Diamond Audio  
6915 W. Frye Rd  
Chandler, AZ 85226

Please make sure the RA# is clearly marked on the outside of the box and on the shipping label. If the RA# is not on the outside of the package, it will be returned. When we receive your return, we will process your order.