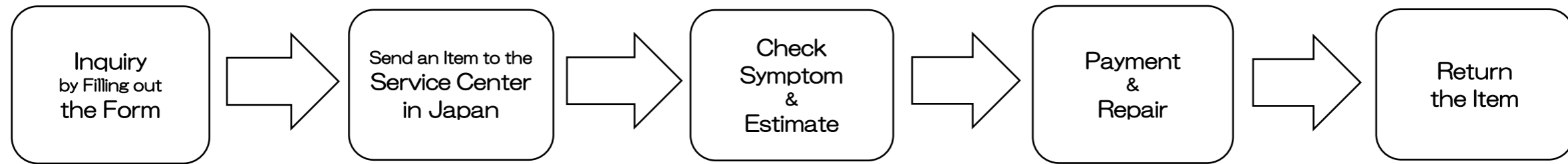


Repair Process Flow & Precautions



*** Before sending an inquiry**

Repair parts are not sold directly to end users. Only expendable parts are available.

Exploded view drawings & circuit diagrams are not available to end users.

*** Filling out the form**

After the filling out the form, please allow us some extra time such as time difference, weekends and holidays to reply.

*** Warranty conditions**

The warranty is only valid in the country where the product was sold.

Please prepare effective warranty card or proof of purchase for warranty repair service.

However the warranty may not be effective under the certain conditions.

*** Products cannot be repaired**

We are not able to repair any discontinued products which were passed-over repair parts holding period.

If we find any inadequate modifications or any failures and damages from disassembly, we may refuse to repair the item.

*** Shipping & packing**

Do not send any repair item without any notice.

Shipping costs and any duties for sending any repair item to Japan will be borne by the sender.

We are not responsible for any accidents and damages during transportation.

In order to prevent any troubles such as missing package, please use trackable delivery service to ship the repair item.

Please use the original package when you send the repair item. If you don't have it, please use a cardboard box with enough buffer space around the repair item to be covered by cushioning material.

*** Shipping address**

Audio-Technica Service Center
87-1 Totani-cho, Echizen
Fukui 915-0003
Japan

*** Repair estimate**

Please allow us to give customers about one week for repair estimate after receiving the item. This process may take longer during year-end & New Year holidays and summer break.

We are going to replace the item instead of repair depending on types of products, or conditions of failures. Furthermore, we are not going to return any replaced items.

If the symptom is not reproduced, we may contact you for the detail.

If the item is beyond repair, we ask the customer to pay shipping charge for returning the item. If we cannot make any confirmation from the customer, then we are going to discard the item after keeping it for a certain period of time.

*** Cancelling repair**

If the repair is cancelled, we ask the customer to pay shipping charge for returning the item. If we cannot make any confirmation from the customer, then we are going to discard the item after keeping it for a certain period of time.

Payment & Repair

*** Payment method**

Payment can be made by selected credit cards and bank transfer, however we charge customers handling fee when bank transfer is chosen.

Accepted credit cards are:
Visa, Master, American Express, Diners Club and JCB.

We charge you shipping cost for returning the item at the same time.

As soon as we are able to confirm the payment, we will start the repair.

We are not able to accept cancellation after the payment was made.

*** Turnaround time for repair**

About one week after the confirmation of the payment, however the period would depend on the details of the repair. This process may take longer during year-end & New Year holiday and summer break.

The repair period would change depending on the stock situation of repair parts.

Return the Item

*** Cost of returning item**

The cost of returning the item will be paid by customers. Shipping cost will be charged at the same time on the invoice for the cost of repair.

However if you have a shipping address in Japan, we will return the goods at our cost.

*** Warranty for repaired items**

The warranty period for the repaired or replaced item is three months from the date of repair.

However the warranty is effective only for the same place and the same failure, and anything else would be a paid repair.