

# Used Gear Return Policy

## STANDARD GRACE PERIOD

All purchases are sold as-is and include a 48-hour grace period for testing. If equipment fails within this period, Soundbox may, at its discretion:

- Repair the item
- Replace defective parts
- Accept the item for return

If parts are replaced during the grace period, the original non-working components must be returned with the item to avoid additional charges. Failure to return these parts will result in a replacement fee.

Unless the item is deemed D.O.A. (Dead on Arrival), all shipping costs to and from Soundbox are the responsibility of the buyer.

## RETURNS

Return requests may also be made within 48 hours of purchase and are subject to the following conditions:

- Return shipping is the responsibility of the customer
- A 20% restocking fee will apply
- Items must be returned in their original condition

## MANUFACTURER WARRANTIES

Soundbox will identify and honour all valid manufacturer warranties.

## ROAD CASES

All road cases are sold as-is and are not eligible for warranty coverage.

## RECHARGEABLE BATTERIES

Rechargeable batteries are also sold as-is and are not covered under warranty.

## CANCELLED ORDERS

Orders that are cancelled may be subject to a 20% restocking fee. Soundbox reserves the right to pause or withhold order fulfillment if any associated invoices are past due.