



Warranty and Return Policy

General Guidelines

Klein Electronics, Inc., warrants all products against **manufacturer's** defects as long as the product is still under warranty. The forgoing warranty is limited and is not applicable to: (i) normal wear and tear; (ii) defects or damage caused by misuse, accident (including without limitation collision, fire and the spillage of food or liquid), neglect, abuse, alteration, unusual stress, modification, improper or unauthorized repair, installation, alteration, wiring, or testing, improper storage, use in an unapproved device or if the serial number has been removed; (iii) use not in accordance with the documentation; and (iv) damage caused by the equipment with which the product is used. Visible physical damage invalidates warranty. Incomplete product kits will not be accepted for replacement or repair. Example: An earpiece that should include an audio tube.

Shipment errors must be reported within **3 days** of receipt of goods in order to get replacements.

Klein Electronics Inc., does not accept returns on custom orders. All custom orders are final. Items may only be returned for credit if they are unused, in original packaging and purchased within the last thirty (30) days. There will be a 20% restocking fee to ALL items returned for credit that meet the above stipulations. Credits that are not used within 60 days will be forfeited and cleared from your account.

To get and RMA, go to: www.HeadsetUSA.com/RMA

Warranty Time Periods

No Warranty (beyond defective out of box):

Parts such as silicone or foam eartips, audio tubes foam covers, microphone socks, earpads or cloth covers are not covered by warranty due to hygiene issues. Also, silicone radio cases have no warranty.

1-Year Warranty:

Chargers, Radio Adapters, Batteries, Wire Harness Kits, Antennas, Modular series.

3-Year Warranty:

Radios, Earpieces, Microphone kits, Headsets (except any bluetooth product due to battery).

We suggest shipping products through FedEx or other service that allows packages to be tracked. Klein Electronics, Inc. is not responsible for lost/damaged packages.

Items should be returned to: Klein Electronics, Inc. - ATTN: Warranty Department - 349 N Vinewood Street -Escondido -CA- 92029

RETURN TO CUSTOMER (RTC ITEMS)

Items returned that are deemed "non manufacturers defect," have the date code missing, or are not within the proper warranty time-period may be repaired with a labor fee at the sole discretion of Klein Electronics, Inc. Items deemed "RTC" are not covered under Klein Electronics Inc., warranty policy and the customer will be responsible for paying the shipping costs to return the products back to the customer. If the customer does not want to receive the RTC items and pay the shipping costs, Klein Electronics, Inc. will dispose of the products.