



Return, Repair and Exchange Policy

Damaged or missing merchandise:

All items in your shipment have been carefully packed with care by hand. If any merchandise received has been damaged or missing during shipping, please do the following:

1. Keep all packaged material in the same condition and packing as is.
2. Report the damage or missing items immediately to the carrier.
3. Do not ship the package back to us, wait for the carrier to inspect and pick up the package. If the carrier does not pick up the package, we will provide instructions on what to do with the damaged merchandise.
4. Call us at 888-421-0843 to report damaged or missing products, so we can process a replacement order as soon as possible.

Defective merchandise:

When merchandise is defective, please call us at 888-421-0843 for a Return Material Authorization (RMA) and instructions for exchanging. Replacements can be made only if the defective merchandise is returned to us within 30 days of the original shipment.

Return and Exchanges

Returns are accepted within 30 days of purchase. A Return Material Authorization (RMA) number must be obtained prior to returning for credit or exchange. Please call us at 888-421-0843 to obtain a RMA. For prompt service, please identify the merchandise, the reason for the return or exchange and have the invoice number readily available. Mail the merchandise and all original contents back to us.

Send to:

Comfort Audio Inc.
4520 Weaver Parkway
Warrenville, IL 60555



Repairs:

Comfort Audio Warranty Policy:

All new Comfort Digisystem, Comfort Contego & Comfort Duett products are covered for a period of two (2) years for material defects and workmanship from date of purchase. All new Comfort Audio accessories are covered for a period of ninety (90) days for material defects and workmanship from date of purchase.

All repairs must have proof of date of purchase (i.e.: invoice) and a RMA number. Please call 877-635-3529 to obtain RMA.

Comfort Audio, Inc.

Service & Repair Center

1081 W. Innovation Dr., Kearney, MO 64060

Phone (877) 635-3529 Fax (816) 635-4043 Email: service@comfortaudio.us



Product Repair Request Form

Please complete and include with repair (keep a copy for your files)

School/Organization:		Today's date:	
Street Address:		Desired Return Date:	
City:		If Ship-To is different:	
State:		School/Organization:	
Zip Code:		Street Address:	
Primary Contact:		City:	
Telephone #:		State:	
e-mail address:		Zip Code:	

Repaired Product Information:

Quantity	Model (ex: DM10)	Product (ex: Transmitter)	Serial Number

Please circle appropriate box:

This product is covered by original/extended service warranty	Yes	No
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Briefly describe the problem with the Comfort Audio product:

Please check the appropriate box below and sign below (only one):

<input type="checkbox"/>	I authorize Comfort Audio to repair this product per the product specifications
<input type="checkbox"/>	I authorize Comfort Audio to troubleshoot the problem & provide a quote prior to repair

Authorized Signature:	
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Ship all repairs to: Comfort Audio Service Center – 1081 W. Innovation Dr., Kearney, MO 64060, 1-877-635-3529
