



Standard Warranty

Customer satisfaction is our primary goal at BOSS AUDIO Systems. Our team of experts is ready to answer your questions. They can be contacted via phone **805.751.4853**, 8:30 am-5 pm PST or by opening a [Support Ticket](#). You can also find useful info and tips in our [Knowledge Base](#). We take pride in the quality of our products and we offer a one-year warranty both for parts and labor.

30-Days Service Policy

If your product fails within 30 days of purchase, BOSS AUDIO Systems will gladly pay for shipping both ways, to repair or replace your unit. In this case, you need to contact us within 30 days of your purchase to obtain a Return Authorization number (RA#). We use ground shipping with tracking numbers.

1-Year Free Parts & Labor

All BOSS AUDIO Systems products purchased in the United States are warranted for a period of one year from the purchase date against defects in materials and workmanship. We will provide you with free parts and labor for one year after your purchase. The warranty is for repair or replacement at the sole discretion of the selling dealer. If we choose to replace your product, we may replace it with a new or reconditioned unit of the same or similar design. The customer is responsible for freight charges incurred to return the product.

For all other countries, contact our technical support where you must send a copy of the original invoice with the date of purchase.

Please enclose a letter stating the problem you are having with the product, your daytime phone number, and your return shipping address (no P.O. Box). Contact us to receive an RA# before sending your defective item. This warranty does not cover any unit subject to abuse, neglect, incorrect wiring, water and/or physical damage, or any repair or modification performed by someone other than a BOSS AUDIO Systems repair technician.

Any damages resulting from legal action for breach of expressed or implied warranties shall be limited to the cost of the original purchase price of the unit. As a condition of this warranty, it is agreed that the remedy provided in this document is the sole remedy under this warranty. All liability for coincidental damages is excluded. The purchaser agrees to retain the original proof-of-purchase for establishing the effective date of this warranty. Should BOSS AUDIO Systems or an authorized dealer replace your product under warranty, this replacement shall be considered a transaction under the original warranty and does not extend the original warranty period. This warranty is non-transferable.

BOSS Elite Warranty

BOSS Audio Systems “Elite” products are warranted for a period of TWO years for speakers, THREE years for in-dash units, and FIVE years for amplifiers from the date of purchase against defects in materials and workmanship when purchased from one of the Authorized Elite Dealers listed on the [Retail Partner page](#). This warranty applies to products purchased and shipped within the USA only. Purchases made from any dealer not listed as an Authorized Elite Dealer qualifies for the standard one-year warranty. All other conditions of the standard one-year warranty above apply.

30 Day Returns

You can return a new, unused product within 30 days of the date of purchase and we will happily refund the purchase price less than original shipping charges. It’s easy to return a product:

1. Log into your account or call **(805) 988-0192** to initiate a return.
2. An email will be sent to you with instructions for returning your product.
3. Ship your unused product, in its undamaged original packaging, to the address identified in the email.

Please Note:

- Original shipping fees will not be refunded.
- You are responsible for return shipping the products back to us and all costs involved. We recommend using a trackable, insured shipping method to be sure the product arrives undamaged.
- Product must be returned complete with all undamaged original packaging and included accessories and paperwork in new condition.
- Please be sure to box and pack the return so it is protected during shipping.
- A minimum of 15% up to a maximum of 50% restocking fee will apply to return items depending on the condition of the product and packaging when received.
- Any product returned that is not in its new, unused condition will be returned to you at your expense.