



Please observe the following guidelines for RMA cases. These are valid for both warranty and non warranty returns.

Note:

You can only start an RMA case directly with us if the product was purchased from Earthquake Europe / Earthquake Denmark. Otherwise you will need to contact the original place of purchase and start an RMA case with them.

It is the Distributor/Dealer/Installer/integrator/external service centers responsibility to do basic error checks to ensure the product is defective.

The following criteria must be met in order for us to accept an RMA return:

1. All returns must obtain prior to shipment an RMA number. Please contact us at RMA@earthquakesound.dk. Any return without a valid RMA number will not be accepted.
2. A Detailed error description in English including model and S/N number must be emailed to us at RMA@earthquakesound.dk prior to obtaining an RMA number. In case of physical damage to the product, please also attach pictures of the damage in the email.
3. Each product returned must have an individual RMA. One RMA number cannot cover multiple products.
4. The RMA number must be printed on a label and attached to the return box. If multiple RMAs are contained within one larger box, all numbers must be printed on the outside as well as on the individual boxes inside.
5. All RMA must be returned in its original factory box with all packing included so that the item will be secure in its box (this includes foam inserts, styrofoam, etc.). Items packed in bubble wrap or peanuts will not be accepted.
6. Any accessory equipment belonging to the RMA product must be returned with the product.
7. The return product needs to be double boxed to prevent any shipping damage. Shipping the unit only in its original product box is not enough protection.
8. An error description must be printed out and included with the RMA product.

Please contact us at RMA@earthquakesound.dk prior to shipping any return should you have any question.

All RMA orders that have a valid RMA order number and follow our RMA guidelines are covered by Earthquake Europe shipping insurance.

For further enquiries, please contact us at: rma@earthquakesound.dk

15 March 2022