

## TERMS AND CONDITIONS OF SALE

### MAILING ADDRESS

Please mail orders to MISCO/Minneapolis Speaker Company Attn: Customer Service, 2637 32<sup>nd</sup> Avenue S, Minneapolis, MN 55406-1641.

### BUSINESS HOURS

- Sales/Customer Service/Support: 7:00am-4:30pm CST Monday-Thursday and 7:00am-2:30pm CST on Friday. Call toll free at 1-800-276-9955 or our local phone number 612-825-1010.

### PRICING

Email [sales@miscospeakers.com](mailto:sales@miscospeakers.com) for large quantity pricing or commercial sales.

The prices listed on this website are FOB Minneapolis, MN payable in US Dollars.

All quantity price breaks apply per individual part number only. Different parts cannot be mixed for lower prices.

Due to market fluctuations and the possibility of errors, MISCO is not obligated to honor inaccurate pricing. To confirm pricing, please email [sales@miscospeakers.com](mailto:sales@miscospeakers.com).

### PAYMENT METHODS

We accept the following forms of payment:

- Visa
- Mastercard
- American Express
- Discover

### SALES TAX

We are required by law to collect state sales tax for all orders made within the United States. If you wish to apply for tax exempt status, please contact [sales@miscospeakers.com](mailto:sales@miscospeakers.com) to place your order and provide a copy of your tax-exempt certificate with your order.

### BACK ORDERS

We make every attempt to have all products on the shelf and ready to ship. When you order an item for which we do not have available stock, we will ship any in-stock parts and backorder the remaining items. Multiple backordered items will ship together. There are no additional shipping charges for backorders. If backordered items cannot be shipped within 60 days of the original order, we will cancel the back order and notify you.

Orders submitted via the internet are downloaded quickly to allocate inventory for you. While we make every attempt to maintain deep inventory levels to avoid backorders, items shown in stock at the time you place your web order may become allocated by orders taken previous to yours.

### ORDER CHANGES

Since we cannot change an order once you submit it, please contact 1-800-276-9955 to check the status of your order and request the following options:

- **Void Order:** If your order has not been invoiced, we will cancel/void the order so that you can submit a new, revised order. Please allow 3-7 days for the original credit card authorization to drop off.
- **Refuse Shipment:** If your order has shipped, you may refuse the shipment. We will process a merchandise refund once the refused shipment arrives to our facility. Please note that

because we are charged shipping for the refused shipment, those charges are deducted from the refund.

## **SHIP-TO ADDRESS CHANGES**

The following UPS Packaging Interception Services are available (but not guaranteed) for orders with a “shipped” status:

- Redirect/Change Ship-to Address: Contact [support@miscospeakers.com](mailto:support@miscospeakers.com) to request a redirect. To protect against theft of your shipment, UPS will accept redirect instructions from MISCO only. Fee \$15.00 per box.
- Reschedule Delivery Date: You may contact your local UPS facility or sign in to your UPS My Choice account to provide instructions for delivery date reschedule. No fee.
- Will Call: Hold package at UPS hub for customer pick-up. No fee.
- Return to sender (MISCO): Return shipping charges billed to us by the carrier for the returned package are deducted from the merchandise refund.

## **SHIPPING**

We ship orders Monday through Friday from our warehouse in Minneapolis, Minnesota. Most orders will ship the day after they are received, provided parts are in stock and the order is received before 4:00pm CST. Please see our shipping rates and policies. Please note that MISCO selects the carrier and service level for Economy shipping. Final delivery may be made in 5-10 days via UPS. If you wish to guarantee a faster service, you may upgrade to UPS ground or UPS Air options and pay applicable shipping charges.

## **ORDER CONFIRMATIONS**

Within moments of placing your phone or internet order, we will email you a notification confirming receipt of your order. Once the order is reviewed and accepted by our team, payment will be collected. When the order ships, we will email again with your tracking number and order details.

Every shipment contains a Packing Slip which itemizes the part numbers and quantities that have shipped.

Orders placed online while signed in to your MISCO account are viewable in your order history.

## **ORDER TRACKING**

You may track your order at our site or elect to visit the carrier’s site. Allow up to 24 hours after the shipment for tracking information to be available.

## **RETURNS**

If you purchase an item from MISCO and decide that the part does not suit your application or just simply isn’t for you, simply return the item to us in new, pristine condition within 30 days of the purchase date and we will promptly issue you a refund.

Please read the **Merchandise Returns Terms and Conditions** below before returning products. Restocking fees (up to 30%) or denied returns may apply when conditions are not met.

## **MERCHANDISE RETURNS TERMS AND CONDITIONS**

Merchandise returns (for any reason) require a Return Material Authorization (RMA number). Email [support@miscospeakers.com](mailto:support@miscospeakers.com) or call 800-276-9955 to request an RMA number. You must write the RMA number clearly on the outside of the outer carton.

Refunds will be issued using the original method of payment.

Return all accessories, manuals/instructions, warranty cards, manufacturer packaging (including factory box, foam, fillers, and padding), hardware (grills, screws, etc.), and printed materials. Return the items postage-paid via ground or parcel post. Package the product to protect it from damage on route to MISCO. We recommend that you insure the package for the value of the product. In the event the returned package is damaged in route to MISCO due to insufficient packaging, you may file a claim with the carrier. Insufficient packaging may be cause for some carriers to deny damage claims.

Most returns are processed in 3-4 business days after receipt. Please note that some returns may require extended processing days for technical evaluation, peak times, etc.

Send returns, with the RMA number on the outside of the box and the RMA form on the inside of the box, to:

MISCO  
 ATTN: RETURNS  
 2637 32<sup>nd</sup> Avenue South  
 Minneapolis, MN 55406-1641

Contact our customer service group at [support@miscospeakers.com](mailto:support@miscospeakers.com) for a copy of our RMA form and to request an RMA number.

### **NON-RETURNABLE PRODUCTS**

- Assembled Kits: Our 30-day return policy applies to unassembled kits only. Once assembly has been started or completed, kits are deemed used and are non-returnable for refund or exchange. This does not limit the warranty policy on any kit component.
- Products with visible signs of use such as mounting marks, scratches, solder, sealing caulk, dirt, sawdust or other debris/residue or extreme odors such as cigarette smoke.
- Speakers with a burned voice coil are not returnable for exchange, repair, refund, or credit as this is not covered by its warranty. Distinct burn odor and/or discolored/black spider around base of cone are characteristic of a burned voice coil. While we do not accept returns of speakers with burned voice coils, they may be returned (postage pre-paid) for evaluation. Email [support@miscospeakers.com](mailto:support@miscospeakers.com) to obtain a Return Material Authorization (RMA) number. We will return the item (at the customer's expense) or destroy/discard after 60 days.
- Products in the MISCO OEM Product Line

### **WARRANTY—DEFECTIVE MERCHANDISE**

Limited Warranty: All new products in the catalog, unless otherwise noted in their description, are warranted to be free of defects in material and workmanship for 1 year from the date of shipment. No purchase order or verbal advice shall alter this. Warranties are shown on each product detail page at [www.miscospeakers.com](http://www.miscospeakers.com).

MISCO will not warranty products that

#### **WE WILL NOT BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGE DUE TO DEFECTIVE PRODUCTS OR IMPROPER USE OF PRODUCTS.**

Remedy: We will, at our discretion and subject to availability, either replace, repair, or exchange any product we have sold with a defect in materials or workmanship or issue a full credit for the purchase price plus applicable tax, providing you return such product to us, properly packaged and shipping pre-paid, with a copy of your invoice and an explanation of defective. Defective materials returned for refund or replacement require an RMA number. Contact [support@miscospeakers.com](mailto:support@miscospeakers.com) for an RMA number.

All defective returns are evaluated on receipt. We do not refund products deemed defective as a result of mishandling or misuse.

### **SHIPMENT DAMAGE/ERROR**

Inspect your shipment thoroughly upon receipt and report any damage or errors within 5 days of receipt of package.

- Damaged Merchandise: Carriers will not permit claims after 5 days. Email images of product damages, manufacturer box, outer shipping carton, and shipping label to [support@miscospeakers.com](mailto:support@miscospeakers.com). We will file a Damage Inspection Claim which results in a carrier follow-up to inspect your package. The Carrier requires the recipient to retain all boxes, labels, and packaging materials until the claim has been approved. We will proceed with a replacement shipment once the carrier notifies us of claim approval.

Errors: Maintain a copy of the packing slip and shipping cartons while we correct the error. Contact [support@miscospeakers.com](mailto:support@miscospeakers.com) with the necessary information to process