

HOW TO RETURN SOUNDS TRUE PRODUCTS

RETAIL ORDERS: SoundsTrue.com, phone, and email

Questions about returns:

800.333.9185 or 303.665.3151, Monday–Friday, 8 AM–5 PM MT

Attn: Returns, 379 S. Arthur Avenue, Louisville, CO 80027

We accept returns for **one year** from the purchase date. To return items, complete this form and include it with the items for return. Your return will be processed promptly, and any refund under 120 days from the purchase date will be made to your original form of payment. Refund requests over 120 days from the purchase date will receive a check in USD, as funds cannot be returned to the credit card due to fraud protection policies.

Full Name _____ Order # _____ Phone _____

LIST ITEMS BEING RETURNED HERE

TITLE	PRODUCT CODE	PRICE	REASON CODE >
			01 Wrong item or quantity shipped
			02 Wrong item or quantity ordered
			03 Duplicate item or order received
			04 Unsatisfied with item
			05 Order not received
			06 Item arrived damaged
			07 Incorrect format (e.g., wanted digital)
			08 Promotion not applied to invoice
			09 Shipping charges incorrect
COST OF RETURNED ITEMS			

WHOLESALE ORDERS: Business customers

Questions from business customers:

888.303.9185 x130, Monday–Friday, 9 AM–4 PM MT / Sales@SoundsTrue.com

No RMA is required. We accept returns for **one year** from the purchase date. All items must be in **sellable** condition.

To return items: **1.** Prepare a pack list of all items being returned and the reason for returning them.

2. Include your Sounds True account number. **3.** Ship the pack list and items to:

Sounds True
Attn: Trade Returns
379 S. Arthur Ave.
Louisville, CO 80027

You must include a pack list and account number for your refund to be credited to your account.