

## Are you covered?

You can refer to our Mobile Acoustics Limited Warranty, Mobile Electronics Limited Warranty or Home and Personals Limited Warranty. If you have more questions or need a Return Authorization (required to send in a product), our Customer Service Representatives can help.

### **KICKER Customer Service**

**Email: [warranty@kicker.com](mailto:warranty@kicker.com)**

**Phone: 1-405-624-8510**

**M-F 8am-5pm Central Time**

- [Mobile Acoustics Limited Warranty](#)
- [Mobile Electronics Limited Warranty](#)
- [Home and Personals Limited Warranty](#)
- [Vehicle Specific Solutions \(VSS\) Limited Warranty](#)

## HOME AND PERSONALS LIMITED WARRANTY

KICKER warrants products to be free from defects in materials and workmanship under normal use for a period of one (1) year from original date of purchase from an Authorized KICKER Dealer. "B-Stock" product is warranted for ninety (90) days from date of purchase. Should service be necessary under this warranty for any reason due to manufacturing defect or malfunction during the warranty period, KICKER will re place or re pair (at its discretion) the defective merchandise with equivalent merchandise at no charge.

### **WHAT TO DO IF YOU NEED WARRANTY OR SERVICE**

Defective merchandise should be returned to your local Authorized Stillwater Designs (Kicker) Dealer for warranty. Assistance in locating an Authorized Dealer can be found at [www.kicker.com](http://www.kicker.com) or by contacting Stillwater Designs directly. You can confirm that a dealer is authorized by asking to see a current authorized dealer window decal.

If it becomes necessary for you to return defective merchandise directly to Stillwater Designs (Kicker), call the Kicker Customer Service Department at 1-405-624-8510 for a Return Authorization (RMA) number. Package all defective items in the original container or in a package that will prevent shipping damage, and return to

**Stillwater Designs**  
**3100 N. Husband Street**  
**Stillwater, OK 74075**

The RMA number must be clearly marked on the outside of the package. Please return only defective components. The return of functioning items increases your return freight charges. Non-defective items received will be returned freight collect.

Include a copy of the original receipt with the purchase date clearly visible, and a "proof-of-purchase" statement listing the Customer's name, Dealer's name and invoice number, and product purchased. Warranty expiration on items without proof-of-purchase will be determined from type of sale and the manufacturing date code. Freight must be prepaid; items sent freight collect, or COD, will be refused.

Failure to follow these steps may void your warranty. Any questions can be directed to the Kicker Customer Service Department at 1-405-624-8510.

### **WHAT IS NOT COVERED?**

This warranty is valid only if the product is purchased from an Authorized KICKER Dealer and used for the purpose for which it was designed. It does not cover:

- Damage due to improper installation and/or subsequent damage to other components.
- Damage caused by exposure to moisture, excessive heat, chemical cleaners, and/or UV radiation.
- Damage through negligence, misuse, accident or abuse.
- Repeated returns for the same damage may be considered abuse.
- Any cost or expense related to the removal or reinstallation of product.

- Speakers damaged due to amplifier clipping or distortion.
- Items previously repaired or modified by any unauthorized repair facility.
- Return shipping on non-defective items.
- Products with tampered or missing barcode labels.
- Products returned without a Return Merchandise Authorization (RMA) number.
- Freight Damage.
- The cost of shipping product to KICKER.
- Service performed by anyone other than KICKER.

#### **HOW LONG WILL IT TAKE?**

KICKER strives to maintain a goal of 1 week service for all Electronics returns. Delays may be incurred if lack of replacement inventory or parts is encountered.

#### **INTERNATIONAL WARRANTY**

Contact your International Stillwater Designs dealer or distributor concerning specific procedures for your country's warranty policies.

**P.O. Box 459**  
**Stillwater, Oklahoma 74076**  
**U.S.A.**  
**1-405-624-8510**

#### **WARNING!**

KICKER components are capable of producing sound levels that can permanently damage your hearing! Turning up a system to a level that has audible distortion is more damaging to your ears than listening to an undistorted system at the same volume level. The threshold of pain is always an indicator that the sound level is too loud and may permanently damage your hearing. Please use common sense when controlling volume!