



PRODUCT WARRANTIES

Choose a product family from the options below

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
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

MOBILE ACOUSTICS LIMITED WARRANTY

When purchased from an Authorized KICKER Dealer, KICKER warrants this product to be free from defects in material and workmanship under normal use for a period of ONE (1) YEAR from date of original purchase. The warranty period for Q-Class Subwoofers is THREE (3) YEARS from date of original purchase. If this product is identified as "Refurbished" or "B Goods", the warranty is limited to a period of THREE (3) MONTHS from date of original purchase. In all cases you must have the original receipt. Should service be necessary under this warranty for any reason due to manufacturing defect or malfunction during the warranty period, KICKER will repair or replace (at its discretion) the defective merchandise with equivalent merchandise. Warranty replacements may have cosmetic scratches and blemishes. Discontinued products may be replaced with more current equivalent products. This

warranty is valid only for the original purchaser and is not extended to owners of the product subsequent to the original purchaser. Any applicable implied warranties are limited in duration to a period of the express warranty as provided herein beginning with the date of the original purchase at retail, and no warranties, whether express or implied, shall apply to this product thereafter. Some states do not allow limitations on implied warranties; therefore, these exclusions may not apply to you. This warranty gives you specific legal rights; however you may have other rights that vary from state to state.

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 obtained by writing, calling, or by visiting kicker.com. 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 (tweeter, crossover, plug, etc.). 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 acoustics (subwoofers, midrange drivers, tweeters, crossovers, etc) 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!

★SINCE **1973**

 **Sign up for offers**

© 51007, Stillwater Designs. All rights reserved. Copyright and Trademark Notice. Privacy Policy. Return and Refund Policy