

Product Return Policy

All Audio Sensibility cables in STANDARD sizes and configurations come with a 30-day money-back guarantee. The guarantee is subject to the following conditions.

- The item must be returned in *as new* condition with all original accessories.
- You will be informed at time of purchase if your cable order includes any non-standard items.
 - Non-standard items may be returned, but will be subject to a 15% restocking charge.
- Original shipping costs and PayPal fees are non-refundable.
- The return procedure described below must be followed exactly.

Product Return Procedure

0. Be Patient! (optional)

All Audio Sensibility cables require a burn-in or settling period. We recommend that you make a final judgement on the cables after they have been in your system for at least one week. Contact us if you have any questions on the correct setup for the cables.

1. Request a Return Authorization Number (RAN)

****** Do not ship back the cables until you receive your RAN. Otherwise the return will be rejected. ******

Contact us by e-mail at sales@audiosensibility.com to request a Return Authorization Number (RAN) within 30 days of receipt of your cables. Providing the serial number located on the product box will expedite the refund. The e-mail subject must include text similar to the following example to ensure that it receives prompt attention:

“RAN requested: Impact Power Cable (5ft), IPC103”

You will receive your RAN within 2 business days of the e-mail. *In the unlikely event that there is no response, feel free to resend the RAN request.* The 30 day return period is calculated based on the time you actually had the cables for audition before requesting the return, i.e. the date between receiving the cables and e-mailing the initial RAN request. *At our discretion we can extend the return period by 7 days to handle unforeseen circumstances.*

2. Packaging

Please wrap the product box in Kraft paper or equivalent protective covering. This will allow the box to be reused for environmental considerations. *The cost of a replacement box will be deducted from the refund amount if this procedure is not followed.*

3. Return Shipping

****** Do not ship the product back to us by FedEx, UPS, or other courier service. ******

Shipping by courier services will cause Customs and Brokerage fees to be applied against the shipment. *Fees incurred by Audio Sensibility as a result of shipping by courier will be deducted from the outstanding return amount.*

All returns must be shipped using your country's Postal Service, e.g. USPS. Choose the level of service which includes a tracking number. For the US, use Express Mail International (\$100 insurance incl.). For Canada Post, use Xpresspost (\$100 insurance incl.).

When filling out the Postal Service customs form use the following information:

- Type of package – *Other*
- Description – *Audio cable return to manufacturer – defective.*
- Value – *\$US15.00* (or equivalent for your country's currency).
- For insurance choose the default (no-charge) coverage or \$100 (or equivalent for your country's currency), whichever is more.

Customs and Brokerage fees will be deducted regardless of shipping method, but these charges are minimal (or zero) when using your country's Postal Service.

4. Processing the Refund

Once Audio Sensibility has received the cables, they will be examined to ensure they are in *as new* condition and include all original accessories. If there is obvious damage to the cables, the purchaser will be contacted before proceeding.

An acknowledgement e-mail will then be issued to the purchaser with the refund total and an explanation of deductions.

- Original *PayPal Merchant Services* fees (includes credit cards) and shipping charges. Cost of replacement box (if applicable).
- Customs and Brokerage fees (if applicable).

The refund will then be processed within 5 business days.