



# Sound Control Technologies

## Return Merchandise Authorization Instructions

Updated 1/17/2024  
203-854-5701 • [support@soundcontrol.net](mailto:support@soundcontrol.net)

We accept returns in new and unused condition in their original packaging within 90 days of shipment from Sound Control Technologies.

If you need to make a return, please contact [support@soundcontrol.net](mailto:support@soundcontrol.net).

Conditions for Returns: Units will be fully tested upon receipt, as well as inspected for *new and unused condition*. Units returned that are unsalable as new (scratched, mishandled, covered in velcro or tape from previous installation) voids the RMA, and will be returned to you. *All units have a 15% restocking fee imposed unless otherwise noted.*

The customer is responsible for return shipping, unless the package is somehow damaged or incorrect. SCT is not responsible for damaged or lost products caused by customer return shipping. When returning a kit, please be sure to include all kit components (including all cables and power supplies) as *anything missing will automatically be deducted from your total.*

Refunds will come from our RMA Department, and will be made in the form of an itemized credit memo issued to your account for use against future PO's. If your company pays by credit card, the card used to place the original order will be refunded, and you'll receive both the itemized credit memo + credit card refund receipt. Please do not hesitate to ask if you have any questions regarding this process!

## Shipping Instructions

1. Contact SCT to obtain a unique RMA# for your return request.
2. Clearly mark the outside of all packing boxes with assigned RMA#.
3. Ship **ONLY** items authorized for the return.
4. Include packing slip marked with enclosed items and RMA#.
5. Ship **PREPAID ONLY** to:

### Sound Control Technologies

**Attn: RMA#** (your unique authorization # here)  
1485 Richardson Drive  
Suite 150  
Richardson, TX 75080

**Please Note:** You *must* obtain an authorized RMA number *prior* to returning any products to Sound Control Technologies for credit, or otherwise. Original product invoice date cannot exceed 90 days. RMA requests are *void* if not used within 30 days of issue date.

Contact SCT at 203-854-5701 with any questions.