

Return Policy

General Return Policy

We want you to be satisfied with your purchase. If Edifier products purchased from Edifier.US.com do not meet your expectations, you may return it with the packing slip within 60 days of purchase. A full refund will be issued to the same credit card that was used when purchasing the item.

Returned products must be new, unused, and contain all original packaging and accessories (including all warranty cards and product manuals/instructions). Items with a gift receipt from the packing slip may be returned for an electronic gift certificate. Any product that has been misused or that shows any signs of extensive use will not be returned or exchanged.

Returning a product to us that is not in resalable condition risks forfeiture of product.

Holiday or seasonal items will be exchanged or refunded with an electronic gift certificate at current selling prices. Discounted and promotional items that are returned under this policy will be reduced to reflect the value of any free gift or discount received.

Original shipping and handling charges will not be refunded.

Edifier.US.com allows gift recipients to return items they received as a gift in exchange for electronic gift certificates for the value of the item(s). Please call customer service at 1-877-334-3437. You will be asked a few questions by a call agent about the order. Afterward, they will give you instructions on how to return the item. Please do not return the item to our warehouse without calling the customer service center. This will risk forfeiture of the item.

Returns Process

Please follow these steps to return your purchase to us:

1. Pack your item in the original packaging
2. Include all original packing materials, manuals and accessories.
3. Include the packing slip or gift receipt sent with shipping confirmation; we will not accept returns without a packing slip or gift receipt.
4. Please put your order number with the letters RMA (ex. ORD001234-RMA) on the outside of the box. You do not need to call for an RMA number
5. Send the return back to the Returns Center Address listed on Shipping Confirmation Email
6. For proof of delivery, you must use a traceable carrier (UPS, FedEx, etc.)

You are responsible for all shipping charges except in the case that the return is the result of our error.

Receiving Refunds

Edifier.US.com will issue a refund after we receive and process an acceptable return. For items directed to our Returns Center, it can take up to 30 days to receive a refund after you have returned the item (in many cases you'll receive the refund sooner).

Exchanges

If you received a defective item and need to exchange it for the same item, please call our Customer Service line (1-877-334-3437) to request a replacement.

If you would like to exchange an item for a different one, please call our Customer Service line (1-877-334-3437). Customer Service will work with you through all of the necessary steps in exchanging your current product and receiving a new product. The item must meet all acceptable returns criteria and must be resalable.

Items Purchased by Other Sellers

If you purchased a Edifier product at a retail store or from another seller, those returns or exchanges must go through the place of purchase