



**Does AAC Enterprises offer a warranty?**

All ORACLE Brand Products sold by AAC come with a full Lifetime Warranty. AAC will replace any defective part free of charge once defective part is returned. AAC reserves the right to have the product manufacturer inspect, test, and diagnose the defective part to see if the defect was due to factory error or customer negligence. Customer is responsible for all shipping charges. Warranty does not cover damage due to breakage in or improper installation. AAC carries a full line of replacement parts in our "parts bin" section. Please be sure to ship your item by insured, traceable means, such as UPS insured or insured mail. Please send to:

AAC Enterprises  
Attn: Warranty Dept  
4401 Division St  
Metairie, LA 70002

Be sure to include our **Warranty Request Form AND a copy of your Receipt**. Without your receipt we will not be able to verify your purchase and therefore can not issue any warranty product or service.

**What are the time estimates to process a refund, exchange or repair?**

Please allow a processing time of 2-6 days for a defective part to be exchange. If we are repairing custom work, please allow 1-2 weeks once the product is received.

**The customer is fully responsible for delivering the product to its seller or to AAC, and AAC is responsible for returning the product only if it is found to be defective. Returned products which are found by AAC to be not defective, out-of-warranty or otherwise ineligible for warranty service will be shipped back to customer at the custom's expense. All replaced products and parts, whether under warranty or not, become the property of AAC.**

I acknowledge the policies stated above.

Signature \_\_\_\_\_



**WARRANTY REQUEST FORM**

Customer Name	Date
Email Address	Phone
Return Address (No PO Boxes)	Apt. or Suite No
City/State	Zip Code
Type of Product/Color	Quantity
Describe problem:	
Where did you purchase your product:	Date Purchased:
I acknowledge that AAC will test all items sent back under warranty. If the items are found to be working properly or out-of-warranty, then I am responsible for the shipping cost for the product to be returned.	
Signature	Date