

RETURNS POLICY

IF THE ITEM WAS PURCHASED FROM A RETAILER AND NOT DIRECTLY FROM CROSLEYRADIO.COM OR A CROSLEY-SPONSORED EVENT, PLEASE UTILIZE THAT RETAILERS RETURN POLICY.

CROSLEY DIRECT RETURNS POLICY

- Return Authorizations (RA) for all Crosley Electronics **MUST** be requested within 30 days of product delivery date.
- All returns must be authorized through the Crosley Consumer Service Team and must be for valid reasons associated with buyer's remorse, defects, damages, mislabeling or misrepresentation of the product. Requests for Return Authorizations (RA) resulting from products displaying damage from neglect or abuse on the part of the consumer will not be approved. **Products returned without an RA will not be eligible for a refund.**

For any return-related questions or to be issued a Return Authorization (RA) number, please call the Crosley Consumer Services Team at 1-866-CROSLEY (tel: 1-866-276-7539), or contact us via our website at <http://crosleyradio.com/support/support-request>

- The Crosley Consumer Services Team is based in Louisville, KY and is available Monday - Friday from 8am to 6pm EST.
- Crosley recommends keeping the original box and packaging so that any returns can be repacked and shipped safely. If the original box and packaging has been discarded or recycled, or if the original packaging is not available, then securely repacking the product is the responsibility of the consumer. Authorized returns must meet the following conditions for a refund to be processed:
 1. The Product must be in new/unused condition
 2. The Product must be returned with all accessories and parts securely packed in the original box and packaging, or packaging provided by the consumer that prevents damage during return shipping.
 3. Receipt or proof of purchase (only applicable if purchased directly from a Crosley-sponsored event). Typically, this is sent via text or email, but paper receipts are also provided upon request.
- Authorized returns are inspected immediately upon receipt. Any approved exchanges, credits and refunds will be issued for the purchase price of the item(s) at that time less any applicable fees; taxes are refunded in accordance with state law.
- Shipping charges on the original sales order are non-refundable.
- Refunds and credits are issued based on the payment method used at the time of purchase. Please allow up to 21 days following receipt of the authorized return (not including weekends and holidays) for any credit or refund to show up on a credit card statement. A copy of the refund transaction can be requested from a Crosley Consumer Services Team member.
- Please note: **Clearance items may not be returned or exchanged because all Clearance sales are final.**

FULL SIZE JUKEBOXES

- Full Size Jukebox returns are subject to a 15% restocking fee for all authorized returns. This restocking fee covers the costs associated with inspecting and returning the product to stock, and will be deducted from the refund amount.

- Crosley Electronics will waive the restocking fee if the product is exchanged for another product of equal or greater value. Any price differences will be charged accordingly, and fees associated with shipping will still be applicable.

PARTS & ACCESSORIES

All parts and accessories sales are final and cannot be returned. If the incorrect part or accessory is ordered you may contact a Crosley Consumer Services Team member for additional support.

CANCELLATION POLICY

These products are designed to ship in a matter of days. If you change your mind about a purchase, please contact Crosley Consumer Services as soon as possible. If we are able to stop your order before it has been released for shipment, we will do so. If the item has already shipped, and it is in transit to you, we will treat the order like a return (see above policy).

FREIGHT DAMAGE OR DEFECTS

On occasion, freight damage and factory defects may occur, and we will do our best to promptly replace any parts that are covered by our limited warranty. Please note that parts replaced under warranty will be shipped via ground shipping only. Replacement parts will not be expedited unless the consumer is willing to pay for the extra charges (See Warranty Policy Page). Please take pictures or note any damage upon delivery and provide this information to a Crosley Consumer Services Team member when you contact us. With this feedback, we can continue to improve our products, packaging and shipping methods, and when necessary, we will file claims with the shipping company.

CONTACT US

For any other questions, comments or concerns, please call the Crosley Consumer Services Team at: (866) 276-7539 (8 am to 6 pm EST, Monday - Friday) or online via our web portal at: <http://crosleyradio.com/support/support-request>

ALL RETURNS MUST BE AUTHORIZED AND INCLUDE A RETURN AUTHORIZATION NUMBER (RA). PRODUCTS RETURNED WITHOUT AN RA WILL NOT BE ELIGIBLE FOR A REFUND.

RETURNS ADDRESS:

35 KINGBROOK PARKWAY
BAY DOORS 11 & 12
SIMPSONVILLE, KY 40067

CONSUMER SERVICES TOLL FREE NUMBER

1-866-276-7539