

# HOW TO RETURN SOUNDS TRUE PRODUCTS

## RETAIL ORDERS: [soundstrue.com](http://soundstrue.com), phone, and email

**Questions about returns:**

**800.333.9185 or 303.665.3151, Monday–Friday, 8 AM–5 PM MST**

**Attn: Returns, 379 S. Arthur Avenue, Louisville CO 80027**

We accept returns for **one year** from the purchase date.

To return items, complete this form and include it with the items for return.

Your return will be processed promptly, and any refund will be made to your original form of payment.

Full Name \_\_\_\_\_ Order # \_\_\_\_\_ Phone \_\_\_\_\_

Street \_\_\_\_\_ City, State, Zip \_\_\_\_\_ Email \_\_\_\_\_

### LIST ITEMS BEING RETURNED HERE

TITLE	PRODUCT CODE	PRICE	REASON CODE >
<b>COST OF RETURNED ITEMS</b>			

**01** Wrong item or quantity shipped  
**02** Wrong item or quantity ordered  
**03** Duplicate item or order received  
**04** Unsatisfied with item  
**05** Order not received  
**06** Item arrived damaged  
**07** Incorrect format (e.g., wanted digital)  
**08** Promotion not applied to invoice  
**09** Shipping charges incorrect

## WHOLESALE ORDERS: Business customers

**Questions from business customers:**

**888.303.9185 x130, Monday–Friday, 9 am–4 pm MST / [sales@soundstrue.com](mailto:sales@soundstrue.com)**

**No RMA** is required. We accept returns for **one year** from the purchase date. All items must be in **sellable** condition.

To return items: **1.** Prepare a pack list of all items being returned and the reason for returning them.

**2.** Include your Sounds True account number. **3.** Ship the pack list and items to:

Sounds True  
 Attn: Trade Returns  
 379 S. Arthur Ave.  
 Louisville CO 80027

**You must include a pack list and account number for your refund to be credited to your account.**