Defective Return Policy by Vendor

Vendor	Policy	Phone No.
Key Digitial	Obtain case number from tech support.	914-667-9700 or 1-855-539-3444
Kramer	Call Kramer tech support.	888-275-6311 OPTION 2
Luxul	Call Luxul tech support to issue customer RMA#.	801-822-5450 OPTION 3
RTI Control	Obtain case number from RTI tech support. 90 days for credit, after 90 days RTI handles repair/replace directly.	952-253-3137
Shure	Obtain case number from tech support, repair only after 30 days.	1-800-516-2525
Sony	ATR form to be completed by ITS after receiving required photos from dealer.	
Speco	Obtain case number from Speco tech support. 30 days for credit, repair only after 30 days.	631-957-8700 or 1-800-645-5516
Vanco	Obtain service tag number from tech support (# ST-MMDDYY-1).	800-626-6445
Zeevee	All returns are handled by Zeevee directly.	1-877-493-3833