

JUNE 21, 2007

PRODUCTS

MODELS

R/A PROCEDURES

Denon & Marantz Professional Installation Products

Installation (rack mount) products are warranted for a period of two (2) years from the date of purchase by the end-user. If an installation product is found to be defective within the first 30 days of purchase, it will be replaced with a new unit via the reseller. If the product fails in months 2 through 24, a certified B-stock unit will be sent in replacement or the unit may be sent to the Service Department in Itasca for repair. Certified B-stock units sent as replacements are warranted for the balance of the original warranty period. Call D&M Professional Service Department at 1-866-405-2154 to receive your Service Return Authorization (SRA).



AVR-987P	CDR510
CDR632	DCM-290P
DN-780R	DN-A7100
DN-C550R	DN-C615
DN-C635	DN-C640
DN-C680	DNV200
DNV300	DN-V755
DRA-397P	DRM555P
DRW-585P	PMD351
PMD371	PMD505
PMD560	PMD570
TU-1500RDP	

CALL (866)-405-2154 and have ready serial number, model number, proof of purchase, and notice of defect.

FAX 630-741-0652

MAIL All warranty service is handled at the pro facility:
D&M Professional
1100 Maplewood Drive
Itasca, IL 60143

DJ Products

DJ products are warranted for a period of one (1) year from the date of purchase by the end-user. If a DJ product is found to be defective the following services are offered. **PLATINUM** – Products with the Platinum designation qualify for priority warranty service. If a Platinum DENON DJ product fails within this period, call 1-866-405-2154 for free Next Day Air pick-up and return. Products must be in-warranty and purchased from an authorized DENON DJ dealer. Upon receipt of product, turnaround time is guaranteed between 2-3 business days. Service for DENON DJ in-warranty products is performed in Itasca, Illinois or as otherwise determined by D&M Professional. **EXPRESS** – Products with the Express designation will receive premium warranty service. If an Express DENON DJ product fails within this period, call 1-866-405-2154 to receive your Service Return Authorization. Shipment of product for in-warranty repair will be at the owner's expense. Upon receipt of product, turnaround time is guaranteed to be 3 business days. Product will be returned via the same shipping method as received at D&M Professional's expense. Service for DENON DJ in-warranty products is performed in Itasca, Illinois or as otherwise determined by D&M Professional.



Platinum Products

DN-D4500	DN-D5000
DN-D6000	DN-D9000
DN-HD2500	DN-S3500
DN-X1500S	

CALL (866)-405-2154 and have ready serial number, model number, proof of purchase, and notice of defect.

FAX 630-741-0652

Express Products

DN-S1000	DN-X100
DN-X500	

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1100 Maplewood Drive
Itasca, IL 60143

Marantz Professional Portable Products

Portable products are warranted for a period of one (1) year from the date of purchase by the end user. If a portable product is found to be defective within the first 30 days of purchase, a new unit will be sent in replacement. If a portable product fails within months 2 through 12, call 1-866-405-2154 to receive your Service Return Authorization. Shipment of product for in-warranty repair will be at the owner's expense. Upon receipt of product, turnaround time is guaranteed to be 3 business days. Product will be returned via the same shipping method as received at D&M Professional's expense.



CDR300	CDR310
CDR420	PMD201
PMD222	PMD660
PMD670	PMD671

CALL (866)-405-2154 and have ready serial number, model number, proof of purchase, and notice of defect.

FAX 630-741-0652

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1100 Maplewood Drive
Itasca, IL 60143

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Itasca, IL 60143
Phone: 630.741.0330
Fax: 630.741.0652

Accessories: 90-Day Warranty

Credit Return Policy

A RETURN AUTHORIZATION (RA) NUMBER MUST BE OBTAINED from D&M Professional's Sales Support Department prior to sending the item(s) back to D&M Professional. To obtain the Return Authorization form, call 1-630-741-0330. A Sales Support Representative will e-mail the form and explain the procedure.

1. An RA number is valid for 90 days from the date issued.
 2. The merchandise must be in new condition – unused and undamaged in any way and returned in its original factory sealed packaging.
 3. All merchandise being returned is subject to restocking fees. The following re-stock fees may be applied to returned units:
 - a. 15% of dealer cost for factory sealed unit.
 - b. 25% of dealer cost for opened box unit.
 - c. 25% of dealer cost plus cost of missing parts for opened box unit.
 - d. Pending Inspection: Fee will be determined after receipt and inspection of unit.
 4. Non-saleable merchandise will not be accepted and will be returned to the dealer at the dealer's expense.
 5. Discontinued merchandise cannot be returned.
 6. Returns of in-warranty product will be processed according to the published warranty policy.
 7. RA number must appear on carton.
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