

Returns

Benjamin Pro Audio will only process a refund/return/replacement if the product ordered is faulty. The fault must be logged within 30 days.

As authorised distributors/resellers of the products, the product must first be returned to Benjamin Pro Audio who will liaise with the manufacturer/distributor before processing refunds or replacements.

Replacements and refunds

Upon receipt and inspection of the return, Benjamin Pro Audio will inform you in writing regarding the status of your refund. If the unit is deemed faulty, Benjamin Pro Audio will replace the faulty unit if the manufacturer deems it to be faulty. If Benjamin Pro Audio cannot replace the faulty unit with a new unit, a refund will be issued to your original method of payment.

Shipping

Please contact Benjamin Pro Audio prior to returning the unit.

Shipping costs and related insurances are the responsibility of the client and such costs are not covered by Benjamin Pro Audio. Should the client wish to have Benjamin Pro Audio arrange a collection on your behalf please contact us for a quote.