



Deer Park Distributors, LLC Return Policy:

- 1. Crosley Warranty Claims:** All Crosley Radio items purchased from Deer Park Distributors are covered by a one year manufacturers warranty, direct from Crosley. Crosley Customer Support can be reached at 1-888-276-7539 or crosleysupport@crosleyradio.com. The Crosley Warranty Card, included with each product, provides this information to consumers. Crosley will repair or replace a defective unit for a period of one year after purchase. Customers will need to pay shipping to Crosley and enclose a check for \$19.95 for the replacement or repaired unit return. Full-size jukeboxes are not a part of this warranty program. Their warranty is detailed below.

Drop-Shipment & Retail Return Policies:

- 1 Defective or Damaged Product:** Deer Park Distributors provides its own “No Hassle” warranty for U.S. customers, which runs concurrent with the Crosley Warranty, for a period of 30 days after the purchase date. If the consumer has a problem with a Crosley product in the first 30 days after receipt, Deer Park Distributors will repair or replace the item and pay for the shipping on the replacement unit, as well as issue UPS “e-Tag” for the defective product. Replacement or repair of units returned is at the discretion of Deer Park Distributors based upon the condition of the received unit and ease of repair. Notify your drop-shipment customers that the products must be returned intact, and only items returned will be repaired or replaced. Deer Park Distributors has five working days to repair or replace the unit after receipt. Please note this warranty is not available to international shipping locations. (see details below) To activate this warranty replacement or repair, the following procedure must be followed:
 - a. A Return Authorization (RA) number** must be obtained from our office by emailing returns@deerparkdist.com or filling out the online form available on our website. Requests for RA numbers are not accepted over the phone. RA numbers will be issued within one business day for qualified returns. Please have the following information available when submitting for the RA number:
 - i. The original PO and/or the Deer Park invoice number.
 - ii. Email address (selling dealer or consumer) to send UPS “e-Tags” for returned item
 - iii. The quantity, product number and reason for return
 - iv. Returns should be addressed as follows:

Deer Park Distributors and/or your company name
Attn: Returns/RA# (Your Assigned RA Number Here)
111 West Birch Street
Brownstown, IL 62418

- 2 International Shipments (including Canada):** UPS does not provide “eTag” service for international shipments. Therefore, the “No-Hassle” Deer Park warranty is not available outside of the United States. Deer Park will repair or exchange defective items shipped internationally for a period of 30 days after receipt, but will not pay any related shipping costs for the item’s return to the Deer Park warehouse or back to the consumer or dealer.

3 Non-Defective or Non-Damaged Product: Deer Park Distributors will also provide a 30-day return policy for new, undamaged and non-defective product. A 15% restocking fee will be charged for this service, and the item must be received at Deer Park Distributors prior to credit being issued.

a. A Return Authorization number must be obtained from our office by emailing returns@deerparkdist.com or filling out the online form on our website. Please have the following information available:

- i. The original PO and/or the Deer Park invoice number.
- ii. The quantity, product number and reason for return
- iii. Returns should be addressed as follows:

Deer Park Distributors and/or your company name
Attn: Returns/RA# (your assigned RA# here)
111 West Birch Street
Brownstown, IL 62418

Items must be returned in original packing and complete within 30 days to qualify for this return. No refunds or credits will be issued beyond 30 days.

4 Full Size Jukebox Warranty: The Crosley Full-Size Jukeboxes are defined as the model numbers CR12-2, CR1201A, CR-12-DI and CR1203A.

Deer Park Distributors is the exclusive distributor of Crosley Full Size Jukeboxes. We supply a one year warranty with each new, full-size jukebox from the date of purchase. This warranty requires the customer to re-package a defective jukebox and make it available to the carrier for pickup and return. If a jukebox customer does not keep the original packing material for the length of the warranty, we are not responsible for return packaging or shipping. We place a "Read Before Unpacking / Do Not Discard" note on each full size jukebox that instructs the buyer that they must retain the original packing for warranty service. We make every effort to work with jukebox buyers in the field and assist them with repair or replacement items, or suitable repair facilities. If that is not possible, jukeboxes may need to be returned to Deer Park Distributors for warranty repair.

***Return Authorizations for drop ship orders beyond 30 days must utilize Crosley Warranty Service (except for Full Size Jukeboxes)**

***Deer Park Distributors is not responsible for items not received at our warehouse.**

***If a refund or credit is issued for returned merchandise, it will be issued at current pricing.**

***International orders (including Canada) are not eligible for the "No Hassle" Deer Park Warranty**

***There is no "Advance Replacement" program. Items must be received at Deer Park Distributors prior to replacement or repaired product being shipped.**

***Restocking Fees of 15% apply to non-defective/non-damaged returns**