

Refund policy

>Returns

If for any reason you are not satisfied with your order, you will have a period of 15 calendar days from receipt of the purchased item to make a claim. If 15 calendar days have passed since your purchase, unfortunately FASTER Sound Systems will not be able to offer you a refund or an exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original and unopened packaging. Send us an email to ask for a return number, indicating the date, the order number and the name with which the purchase was made.

Any item that does not have a return number and receipt or proof of purchase will not be accepted.

The user must return the merchandise within a maximum period of seven days from the acceptance of the return by FASTER Sound Systems.

Once FASTER Sound Systems verifies that the returned merchandise is in order, the total amount (less the shipping amount) will be refunded to your bank account. The refund must occur within a period of 30 calendar days. FASTER Sound Systems will not bear the cost of returning the merchandise.

Returns are contemplated in the following cases: due to the error of FASTER Sound Systems when serving a wrong item or due to manufacturing or assembly defects of an item. In any of these cases, FASTER Sound Systems will bear the costs of returning the merchandise.

Once FASTER Sound Systems verifies that the returned merchandise is in order, the full amount will be refunded to your bank account. The refund must occur within a period of 30 calendar days. In this case, FASTER Sound Systems will bear the costs of returning the merchandise.

Refunds (if applicable).

Once your return is received and inspected, FASTER Sound Systems will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your return.

If approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment. The refund must occur within a period of 30 calendar days. In case of delay, please contact info@fastersound.com

Exchanges (if applicable).

FASTER Sound Systems will only replace items that are defective, damaged, or have manufacturing or assembly defects.

Shipping

To return the product, you must mail it to: FASTER Sound Systems. Gabriel lobo 6. 28002 Madrid, Spain.

You will be responsible for paying your own shipping costs for the return of your item except for a possible error made by FASTER Sound Systems when serving the wrong item, due to manufacturing or assembly defects of an item. Depending on where you live, the time it may take for your changed product to arrive may vary.

For your shipment, you should consider using a tracked shipping service or purchasing shipping insurance. FASTER Sound Systems does not guarantee receipt of a returned item.