



**CUSTOMER LOYALTY DVD/BLU RAY PLAYER EXCHANGE PROGRAM  
(THIS FORM IS TO BE USED BY YAMAHA DEALERS ONLY.)**

Should your customer encounter a problem that requires service for their OUT-OF-WARRANTY (beyond one year from original date of purchase) Yamaha Blu-Ray player, DVD player or changer (ALL MODELS **except** the DVD-E810 and DVD-S2700), Yamaha will exchange their DVD player or changer for a factory refurbished equivalent model for an accommodation charge based on the age of the unit. The replacement unit will have a six month Yamaha Manufacturer's Limited Warranty for refurbished product.

**FEE SCHEDULE FOR STANDARD DVD PLAYERS/CHANGERS:**

<u>AGE OF UNIT FROM DATE OF PURCHASE</u>	<u>EXCHANGE CHARGE</u>
0 months through 12 months	No charge-warranty exchange
13 months through 24 months	\$75.00
25 months through 48 months	\$100.00
49 months through 84 months	\$120.00
84 months and beyond	No Accommodation Program

**FEE SCHEDULE FOR BLU RAY PLAYERS:**

<u>AGE OF UNIT FROM DATE OF PURCHASE</u>	<u>EXCHANGE CHARGE</u>
0 months through 12 months	No charge-warranty exchange
13 months through 24 months	\$100.00
25 months through 48 months	\$125.00
49 months through 84 months	\$145.00
84 months and beyond	No Accommodation Program

**INSTRUCTIONS:**

1. Complete the exchange form on the following page.
2. Pack the DVD player, its Owner's Manual, and all of its accessories in the original box or suitable alternative. Replacement accessories will be sent with the replacement DVD player.
3. Put the completed form, a copy of the bill of sale, and remittance (cashier's check, or money order payable to "Yamaha") in an envelope. If you choose, Yamaha can bill your dealer account number for the fee (as listed above). Please fill out the required billing information in the form on the following page. Label the envelope "Return Documents". Place the envelope in the box with the product.
4. Seal the box securely, and ship the complete package via UPS or FedEx, insured and freight prepaid\* to:

YAMAHA Electronics Corp. USA  
Attn: DVD PLAYER EXCHANGE  
6660 Orangethorpe Avenue  
Buena Park, CA 90620

\*(You will be required to pay all shipping and insurance costs for shipment to YAMAHA; and YAMAHA will pay the return freight and insurance costs to ship the replacement product back to you.)

5. Upon receipt of the completed form, DVD player, accessories and remittance, Yamaha will ship out a replacement unit within 10 working days.
6. If you have not received the replacement unit within 15 business days, please dial (714) 522-9514 to obtain the status of your unit.

**NOTE: Yamaha can no longer supply silver color DVD players or changers. All replacement models shipped will be black in color.**



DVD PLAYER EXCHANGE FORM

**THIS FORM IS TO BE USED BY YAMAHA DEALERS ONLY.  
PLEASE ATTACH THIS FORM ON TOP OF ANY OTHER DOCUMENTS.**

Ship-To address for return unit (Must be a street address that accepts UPS or FedEx delivery)

Dealer Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

Suite #: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Your daytime phone number (8 AM - 5 PM Pacific time): \_\_\_\_\_

Detailed reason for return (use the back of this form if additional space is required):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

DVD Player you are shipping to YAMAHA:

Model Number \_\_\_\_\_ Serial Number: \_\_\_\_\_

Method of Payment, if applicable (check one):

Money order enclosed

Cashier's check enclosed

Please bill my Yamaha Dealer Account # \_\_\_\_\_ (Net 30 Day Terms)

Authorized Signature: \_\_\_\_\_

Print Your Name : \_\_\_\_\_

For office use only:

Replacement: Y / N Model # \_\_\_\_\_

Charge Y / N Amount \$ \_\_\_\_\_

Warehouse: DSC-A BP-B BP-A Reserved Stock Other: \_\_\_\_\_