



## CUSTOMER LOYALTY DVD/BLU RAY PLAYER EXCHANGE PROGRAM

Should you encounter a problem that requires service for your OUT-OF-WARRANTY (beyond one year from original date of purchase) Yamaha Blu-Ray or DVD player or changer (ALL MODELS **except** the DVD-E810 and DVD-S2700), Yamaha will exchange your DVD player or changer for a factory refurbished equivalent model for an accommodation charge based on the age of your 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. You will receive replacement accessories with your 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 to use a credit card, please fill out the required 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 to you.
6. If you have not received your 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

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

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

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

Apt. # or Suite #: \_\_\_\_\_

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

Your e-mail address: \_\_\_\_\_

Phone number: \_\_\_\_\_

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 (check one):

- Money order enclosed     Cashier's check enclosed
- Credit card (complete information below)
- VISA                       MASTERCARD                       AMERICAN EXPRESS

Name on credit card: \_\_\_\_\_

If different than the shipping address above:

Credit card billing street address: \_\_\_\_\_

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

Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ 3-digit Security Code: \_\_\_\_\_

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

**OR CALL (714) 522-9514, MONDAY THROUGH FRIDAY, 8 AM TO 4 PM PACIFIC TIME.**

For office use only:	
Replacement: Y/N	Model # _____ Charge Y/N Amount \$ _____
Warehouse:	DSC-A    BP-B    BP-A    Reserved Stock    Other: _____