



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, Yamaha will exchange your 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 Blu-Ray or 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 Blu-Ray 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 to ship the replacement product back to you.)

5. Upon receipt of the completed form, the Blu-Ray or 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 call (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.



BLU-RAY/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./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):

Blu-Ray/DVD Player you are shipping to YAMAHA:

Model Number _____ Serial Number: _____

Method of Payment (circle one): **Money order** (enclosed) **Cashier's check** (enclosed)

Credit Card: To ensure the security of your credit card information, we have a "Pay by Phone" process. Once your replacement order is entered we will email you your order number and total amount. You will then need to call the toll free number (877-230-0273) and follow the prompts to make the payment by entering your (1) order number, (2) total order amount, (3) credit card number, (4) expiration date & (5) security code. Once your information is entered, you will then need to email us at yecoe@yamaha.com and we can then release your order for shipment. We will need to following information in order to do the preliminary setup for your "Pay by Phone" process:

CREDIT CARD INFORMATION:

Billing Name: _____

Billing Address: _____

Billing City/State/Zip: _____

Phone number: _____

Email address: _____

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: _____