

Open Box Warranty Information:

Due to the nature of purchasing “Open Box” items, the original manufacturer’s warranty may or may not be valid depending upon the age of the product. If requested, Skywalker will supply the contact information for the original manufacturer so the purchaser may contact them regarding any potential remaining warranty.

Our *Open Box* Items range from good to excellent condition. Many of the products we sell as *Open Box* have never actually been removed from the carton, only returned by the purchaser for various reasons. Other times they were put on display or were needed for photos.

What to expect when purchasing an “Open Box” item

- All parts included
- Original box and contents included when possible (manuals, extra hardware, accessories, etc.)
- Minimal or no actual use
- No major blemishes
- No significant wear and tear to product
- 90 day return policy

Please note that due to our significant discounts these products do not qualify for our Free Shipping program.

Skywalker’s Warranty Policy

- Skywalker will either repair or exchange all “Open Box” items sold by us that fail within 90 days of purchase.
- Freight to Skywalker must be paid by the customer.
- Return freight is paid by Skywalker provided the product in question is defective.
- All OPEN BOX items are shipped from our O’Fallon, MO. location.

Contact Information:

Skywalker AV Supply
1760 W Terra Ln
O’Fallon, MO 63366

Support Phone Number: (800) 844-9555

Email: techsupport@skywalker.com

Skywalker AV Supply hours of operation are from 8AM to 5PM, Central Standard Time. Inquire using the information above if you have questions regarding a particular product warranty.