

Pioneer Warranty Information:

Pioneer is owned by Onkyo U.S.A. The information provided below is for Pioneer Audio/Video products but refers to Onkyo as the warranty provider.

Skywalker will assist with warranty claims within 30 days of purchase by our customer. Pioneer requires that beyond 30 days the defect and subsequent RMA process must be handled directly with them. See warranty and contact info below.

Warranty Policy

PLEASE RETAIN YOUR ORIGINAL BILL OF SALE AS YOU WILL NEED TO PRESENT IT SHOULD YOU REQUIRE SERVICE UNDER THIS WARRANTY.

Onkyo U.S.A. Corporation (hereinafter referred to as "ONKYO") hereby warrants all Pioneer branded products ("Products") PURCHASED DIRECTLY FROM ONKYO OR AN INDEPENDENT ONKYO AUTHORIZED DEALER, in accordance with the following terms and conditions for the periods indicated. During the "Labor" Limited Warranty period there will be no charge for covered labor charges performed by an ONKYO Authorized Independent Service Center. During the "Parts" Limited Warranty period, there will be no charge for replacement parts installed by an ONKYO Authorized Independent Service Center. This LIMITED WARRANTY shall be valid from October 1, 2016, and shall apply to Products sold after that date. ONKYO may amend the terms of this LIMITED WARRANTY and its clauses, or applications from time to time without notice; however any such changes shall only apply to Products purchased after the effective date of change.

For full warranty go to: <https://www.onkyousa.com/Info/warranty.php>

Contact Information:

ONKYO U.S.A. Corporation
18 Park Way,
Upper Saddle River, NJ 07458

Support Phone Number: 800-229-1687

Email: warranty@us.onkyo.com or go to: <https://www.onkyousa.com/Support/> for online form.

Process for obtaining RMA

Call or email Onkyo with model number, unit serial number and problem with the unit.