

# Emotiva Audio Corporation - International Orders

If you reside outside of the USA and would like to purchase our products, we are happy to assist you. We have developed an economical and secure system for shipping Emotiva Audio gear almost anywhere in the world.

Every item shipped internationally is thoroughly tested in our lab before shipping to insure that it is working properly and performing as it should. We also will make any power supply/voltage changes that are necessary. **Please note that we only ship products with USA style IEC power cords, however, as IEC style power cords are a worldwide standard, it is quite simple to find an appropriate IEC style power cord that is compatible with your particular country's power connector.**

## Shipping Rates

Because of our shipping volume, we are able to negotiate very favorable rates with FedEx. If you are interested in a quote, please feel free to ask. You are under no obligation, and we are happy to assist you in assessing the total charge for shipping products to you. Although FedEx International Economy is our most frequently used courier, we also can use other couriers or 3<sup>rd</sup> party shipping companies if needed or preferred.

## Payment

We currently accept PayPal and bank transfers for payment on international orders. If you prefer using a bank transfer, we will send you the necessary instructions to initiate the process.

## Servicing Issues:

- 1) We will individually test your unit(s) to make sure it is working properly before shipping.
- 2) If service is required, the cost of shipping to us and return shipping is the sole responsibility of the end user. Should you choose to have the servicing done locally, we will offer any needed technical support by email or phone, as well as send any necessary replacement parts.

If these terms are agreeable to you, and you'd like to pursue purchasing Emotiva products, please contact Sarah at [sarah@emotiva.com](mailto:sarah@emotiva.com), or call 1-877-EMO-TECH. We will be happy to give you a quote and help you with any other questions you may have.

Thank you,

## Emotiva Audio Corporation

135 Southeast Parkway Court  
Franklin, TN 37064

**Please note: International purchases are handled on a case by case basis. Purchaser is responsible for all duties, taxes and customs fees imposed by their country as well as supplying the appropriate IEC style power cord.**

