

# **QFX**

WHERE THE PARTY BEGINS™



## **INSTRUCTION MANUAL**



# R-49 OPERATION INSTRUCTION

## OPERATION INSTRUCTIONS OF FUNCTION KEYS

(PRODUCTS OF DIFFERENT SERIES MODELS HAVE DIFFERENT FUNCTIONS, PLEASE REFER TO THE ACTUAL MACHINE FOR SPECIFIC FUNCTIONS)

- 1: Switch key: toggle ("OFF" to close, "NO" to open) to switch on and off the speaker.
- 2: MODE key press and release for Bluetooth, FM radio mode, (TF card, USB drive, insert automatic recognition); press and hold to turn on the low wind power of the fan in first gear, then press and hold to turn on the high wind power of the fan in second gear, and then press and hold to turn off the fan.
- 3: Volume down: press and release the previous song and press and hold to decrease the volume.
- 4: Volume up: press and release for next song and press and hold to increase the volume.
- 5: Pause Play key: press and release to pause play and press and hold to enter auto search mode. For Bluetooth mode, press and hold to enter the TWS 1 to 2 speaker wireless connection.
- 6: 5V charging interface: to charge the device, use power cord to plug in to DC 5V power slot.
- 7: TF Card Slot: insert TF card to play MP3 formatted audio.
- 8: USB Drive Interface: insert USB drive to play MP3 formatted audio.
- 9: ON/OFF Switch: toggle to turn power ON and OFF.

**INSTRUCCIONES DE OPERACIÓN DE LAS TECLAS DE FUNCIÓN**  
(LOS PRODUCTOS DE DIFERENTES MODELOS DE SERIES TIENEN FUNCIONES DIFERENTES, CONSULTE EL MANUAL DEL USUARIO PARA CONOCER LAS FUNCIONES ESPECÍFICAS)

- 1: Tecla de encendido/apagado: interruptor (de "OFF" para cerrar, de "NO" para abrir) para encender y apagar.
- 2: Tecla de MODE : presionar y soltar para cambiar al modo Bluetooth, modo de radio FM (tarjeta TF, disco USB, reconocimiento automático al insertar); Mantener presionado para encender la velocidad baja del ventilador en la primera marcha, luego mantener presionado para encender la velocidad alta del ventilador en la segunda marcha, y luego mantener presionado para apagar el ventilador.
- 3: Tecla de disminuir volumen: presionar y soltar para la canción anterior; mantener presionado para disminuir el volumen.
- 4: Tecla de aumentar volumen: presionar y soltar para la siguiente canción; mantener presionado para aumentar el volumen.
- 5: Tecla de pausa/reproducción: Presionar y soltar para pausar la reproducción, en modo de radio FM, mantener presionado para entrar en el modo de búsqueda automática; (en modo Bluetooth, mantener presionado para entrar en el modo de conexión inalámbrica de 1 a 2 altavoces TWS).
- 6: Interfaz de carga de 5V: para cargar el dispositivo, utiliza el cable de alimentación para conectarlo a la ranura de alimentación de CC de 5V.
- 7: Ranura para tarjeta TF: inserta la tarjeta TF para reproducir audio en formato MP3.
- 8: Interfaz de entrada USB: cuando se inserta un disco USB, puede decodificar y reproducir audio en formato MP3.
- 9: Tecla de encendido/apagado: Conmutar a OFF para apagar, conmutar a ON para estado de funcionamiento.

**PRODUCT FEATURES:**  
(THE PRODUCT FEATURES OF DIFFERENT SERIES MODELS ARE DIFFERENT)

- 1: Bluetooth stereo playback supports A2DP, AVRCP protocol and automatic reconnect function.
- 2: The TF card music player has a maximum capacity of 32GB, and it automatically recognizes the inserted TF card.
- 3: The USB playback function supports a maximum of 32GB, and it automatically recognizes the inserted USB drive.
- 4: FM radio playback function.
- 5: TWS (True Wireless Stereo) allows two pairs of speakers of the same model to be connected together in pairs.
- 6: The fan function includes two speed options: low-speed wind and high-speed wind.
- 7: Solar charging.

**CARACTERÍSTICAS DEL PRODUCTO:**  
(LES CARACTERÍSTICAS DEL PRODUCTO PEUVENT VARIER EN FONCTION DES MODELES DE DIFFERENTES SERIES)

- 1: La reproducción estéreo por Bluetooth es compatible con los protocolos A2DP, AVRCP y cuenta con función de reconexión automática.
- 2: El reproductor de música con tarjeta TF tiene una capacidad máxima de 32GB y reconoce automáticamente la tarjeta TF insertada.
- 3: La función de reproducción USB admite un máximo de 32GB y reconoce automáticamente la unidad USB insertada.
- 4: Función de reproducción de radio FM.
- 5: TWS (True Wireless Stereo) permite conectar en pares dos pares de altavoces del mismo modelo.
- 6: La función del ventilador incluye dos opciones de velocidad: viento de baja velocidad y viento de alta velocidad.
- 7: Carga solar.



**FUNCTIONAL OPERATION DIAGRAM:**  
**DIAGRAMA DE OPERACIÓN FUNCIONAL:**  
**SCHEMA DE FONCTIONNEMENT:**

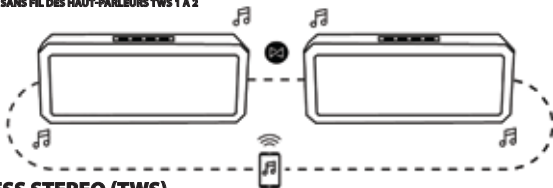


**INSTRUCIONS D'UTILISATION DES TOUCHES DE FONCTION**  
(LES PRODUITS DE DIFFERENTS MODELES DE SERIES ONT DES FONCTIONS DIFFERENTES, VEUILLEZ VOUS RÉFÉRER AU MANUEL D'UTILISATION POUR CONNAÎTRE LES FONCTIONS SPÉCIFIQUES):

- 1: Touche d'allumage/arrêt: commutateur (de "OFF" pour fermer, de "NO" pour ouvrir) pour allumer et éteindre.
- 2: Touche MODE : appuyer et relâcher pour passer en mode Bluetooth, mode radio FM (carte TF, clé USB, reconnaissance automatique lors de l'insertion); Maintenir enfoncé pour activer la faible puissance du ventilateur en première vitesse, puis maintenir enfoncé pour activer la haute puissance du ventilateur en deuxième vitesse, et enfin maintenir enfoncé pour éteindre le ventilateur.
- 3: Touche de diminution du volume: appuyer et relâcher pour la chanson précédente; maintenir enfoncé pour diminuer le volume.
- 4: Touche d'augmentation du volume: appuyer et relâcher pour la chanson suivante; maintenir enfoncé pour augmenter volume.
- 5: Touche de pause/relecture: appuyer et relâcher pour mettre en pause la lecture, en mode radio FM, maintenir enfoncé le pour entrer en mode de recherche automatique; (en mode Bluetooth, maintenir enfoncé pour entrer en mode de connexion sans fil de 1 à 2 haut-parleurs TWS).
- 6: Interface de charge 5V: pour charger l'appareil, utilisez le cordon d'alimentation pour le brancher sur l'emplacement d'alimentation CC 5V.
- 7: Emplacement pour carte TF : insérez une carte TF pour lire des fichiers audio au format MP3.
- 8: Interface d'entrée de disque USB: lorsqu'une clé USB est insérée, elle peut décoder et lire des fichiers audio au format MP3.
- 9: Touche de démanageaison: Basculer en position OFF lorsque désactivée, basculer en position ON pour l'état de fonctionnement.

**CARACTERÍSTICAS DEL PRODUCTO:**  
(LAS CARACTERÍSTICAS DEL PRODUCTO PUEDEN VARIAR SEGÚN LOS MODELOS DE DIFERENTES SERIES)

- 1: La lecture stéréo Bluetooth prend en charge les protocoles A2DP, AVRCP et dispose d'une fonction de reconexion automatique.
- 2: Le lecteur de musique avec carte TF a une capacité maximale de 32 Go et reconnaît automatiquement la carte TF insérée.
- 3: La fonction de lecture USB prend en charge un maximum de 32 Go et reconnaît automatiquement la clé USB insérée.
- 4: Fonction de lecture de la radio FM.
- 5: TWS (True Wireless Stereo) permet de connecter par paires deux paires d'enceintes du même modèle.
- 6: La fonction du ventilateur comprend deux options de vitesse : vent à basse vitesse et vent à haute vitesse.
- 7: Recharge solaire.

**TWS 1 TO 2 SPEAKER WIRELESS CONNECTION DIAGRAM** DIAGRAMA DE CONEXIÓN INALÁMBRICA DE ALTAVOZ TWS 1 A 2  
SCHEMA DE CONNEXION SANS FIL DES HAUT-PARLEURS TWS 1 A 2

**TRUE WIRELESS STEREO (TWS)**

1. Turn on both devices of the same model and switch devices to Bluetooth mode.
2. The distance between the two units should be within 20" (50cm).
3. Press the TWS button on one speaker only for 3 seconds, and start connecting. Once the connection is successful, the display will show "BLUE" on the other speaker.
4. Turn on your Bluetooth-enabled phone or device and connect to "QFX R-49". The two speakers will automatically connect to each other in True Wireless Stereo (TWS) mode.
5. To disconnect TWS, press and hold the MODE button for 3 seconds.

**ESTÉREO INALÁMBRICO VERDADERO (TWS)**

1. Enciende ambos dispositivos del mismo modelo y pon los dispositivos en modo Bluetooth.
2. La distancia entre las dos unidades debe ser de hasta 20" (50 cm).
3. Presiona el botón TWS en solo uno de los altavoces durante 3 segundos para comenzar la conexión. Una vez que la conexión sea exitosa, la pantalla mostrará "BLUE" en el otro altavoz.
4. Enciende tu teléfono o dispositivo con Bluetooth y conéctalo a "QFX R-49". Los dos altavoces se conectarán automáticamente en modo True Wireless Stereo (TWS).
5. Para desconectar el modo TWS, presiona y mantén presionado el botón MODE durante 3 segundos.

**STÉRÉO SANS FIL VÉRITABLE (TWS)**

1. Allumez les deux appareils du même modèle et mettez-les en mode Bluetooth.
2. La distance entre les deux unités doit être inférieure à 20" (50 cm).
3. Appuyez sur le bouton TWS d'un seul haut-parleur pendant 3 secondes pour commencer la connexion. Une fois que la connexion est réussie, l'écran affichera "BLUE" sur l'autre haut-parleur.
4. Allumez votre téléphone ou votre appareil compatible Bluetooth et connectez-vous à "QFX R-49". Les deux haut-parleurs se connecteront automatiquement l'un à l'autre en mode True Wireless Stereo (TWS).
5. Pour déconnecter le mode TWS, appuyez et maintenez enfoncé le bouton MODE pendant 3 secondes.

**COMMON PROBLEM**

A: The connection and pairing have been unsuccessful multiple times. 1. Check if the speaker is in the search state or restart the computer. 2. Too many peripheral Bluetooth devices may be causing difficulties in the search process. Turn off other Bluetooth devices. 3. Disconnect the last Bluetooth device connected to the speaker and establish a new connection.

B: The sound is too low or distorted during song playback. 1. Check the volume setting on your mobile phone or device and adjust accordingly. 2. The battery voltage may be low, please charge it.

C: There is interruption in Bluetooth music playback sound. This may occur if the speaker exceeds the effective connection distance or if there is an obstacle between the speaker and the device.

**PROBLEMA COMÚN**

A: La conexión y el emparejamiento no se han realizado con éxito en varias ocasiones. 1. Verifica si el altavoz está en estado de búsqueda o reinicia la computadora. 2. Demasiados dispositivos periféricos Bluetooth pueden dificultar la búsqueda. Apaga otros dispositivos Bluetooth. 3. Desconecta el último dispositivo Bluetooth conectado al altavoz y establece una nueva conexión.

B: El sonido es demasiado bajo o distorsionado durante la reproducción de canciones. 1. Verifica la configuración de volumen en tu teléfono móvil o dispositivo y ajústalo en consecuencia. 2. La tensión de la batería puede ser baja, por favor, cárgala.

C: Hay interrupciones en el sonido de reproducción de música Bluetooth. Esto puede ocurrir si el altavoz supera la distancia efectiva de conexión o si hay un obstáculo entre el altavoz y el dispositivo.

**PROBLÈME COURANT**

A: La connexion et l'appariement ont échoué à plusieurs reprises. 1. Vérifiez si le haut-parleur est en mode de recherche ou redémarrez l'ordinateur. 2. Trop de périphériques Bluetooth périphériques peuvent causer des difficultés lors de la recherche. Éteignez les autres appareils Bluetooth. 3. Déconnectez le dernier appareil Bluetooth connecté au haut-parleur et établissez une nouvelle connexion.

B: Le son est trop faible ou déformé pendant la lecture d'une chanson. 1. Vérifiez les réglages de volume sur votre téléphone portable ou votre appareil et ajustez-les en conséquence. 2. La tension de la batterie peut être faible, veuillez la recharger.

C: Il y a des interruptions dans la lecture de musique Bluetooth. Cela peut se produire si le haut-parleur dépasse la distance de connexion effective ou s'il y a un obstacle entre le haut-parleur et l'appareil.

**SPECIFICATION:**

- 1: Output power: 3W (5W)
- 2: Built-in lithium battery voltage: 3.7V
- 3: Charging voltage: DC 5V
- 4: Charging current: 400MAH
- 5: Input power: DC 5V
- 6: Frequency effect: 50HZ-20KHZ
- 7: Signal to noise ratio: ≥75dB.
- 8: Distortion: ≤1%
- 9: Bluetooth version: 5.3

**ESPECIFICACIÓN:**

- 1: Potencia de salida: 3W (5W)
- 2: Voltaje de la batería de litio incorporada: 3.7V
- 3: Voltaje de carga: DC 5V
- 4: Corriente de carga: 400MAH
- 5: Potencia de entrada: DC 5V
- 6: Rango de frecuencia: 50HZ-20KHZ
- 7: Relación señal/ruido: ≥75dB.
- 8: Distorsión: ≤1%
- 9: Versión de Bluetooth: 5.3

**SPÉCIFICATION:**

- 1: Puissance de sortie: 3W (5W)
- 2: Tension de la batterie lithium intégrée: 3.7V
- 3: Tension de charge : DC 5V
- 4: Courant de charge : 400MAH
- 5: Puissance d'entrée : DC 5V
- 6: Effet de fréquence : 50HZ-20KHZ
- 7: Rapport signal/bruit : ≥75dB.
- 8: Distorsion : ≤1%
- 9: Version Bluetooth : 5.3

**PRECAUTIONS FOR USE**

- 1: Please use the provided standard charging cable to charge the player. Avoid using other similar types of cables available in the market, as they may have different internal wiring methods. Using incompatible cables could lead to unnecessary complications.
- 2: Avoid severe impact on the speaker. Do not subject the host unit to strong physical blows or impacts, as this could damage the internal components and affect its performance.
- 3: Refrain from touching or exposing the speaker to chemicals such as benzene and thinner. These substances can potentially damage the surface or internal parts of the speaker. Exercise caution and keep the speaker away from any harmful chemicals.
- 4: Avoid proximity to strong magnetic fields and electric fields. Exposure to such fields may interfere with the performance of the speaker. Keep a safe distance to prevent any potential disruptions.
- 5: Prevent direct exposure to intense light or heating appliances. Excessive heat or direct light can adversely affect the materials and components of the speaker. Keep it in a cool, shaded area away from direct light sources and heating devices.
- 6: Do not attempt to disassemble, repair, or modify the speaker yourself. Opening or tampering with the internal components may result in damage or void the warranty. If you encounter any issues, please consult authorized service personnel for assistance.
- 7: Avoid listening at excessively loud volumes to prevent any adverse effects on your hearing. Prolonged exposure to high volume levels can damage your hearing abilities. Adjust the volume to a comfortable and safe level.
- 8: Please dispose of waste packaging, batteries, and old electronic products properly. Follow local regulations and guidelines for the environmentally friendly disposal of these items. Recycling or disposing of them correctly helps minimize environmental impact.

**PRECAUCIONES DE USO**

- 1: Utilice el cable de carga estándar proporcionado para cargar el reproductor. Evite el uso de otros tipos de cables similares disponibles en el mercado, ya que podrían tener diferentes métodos de cableado interno. El uso de cables incompatibles podría ocasionar complicaciones innecesarias.
- 2: Evite impactos fuertes en el altavoz. No someta la unidad principal a golpes o impactos físicos intensos, ya que esto podría dañar los componentes internos y afectar su rendimiento.
- 3: Absténgase de tocar o exponer el altavoz a productos químicos como el benceno o diluyentes. Estas sustancias pueden dañar la superficie o las partes internas del altavoz. Tenga precaución y mantenga el altavoz alejado de cualquier producto químico dañino.
- 4: Evite la proximidad a campos magnéticos y eléctricos fuertes. La exposición a dichos campos puede interferir con el rendimiento del altavoz. Mantenga una distancia segura para evitar posibles interrupciones.
- 5: Evite la exposición directa a luz intensa o aparatos de calefacción. El calor excesivo o la luz directa pueden afectar negativamente los materiales y componentes del altavoz. Manténgalo en un área fresca y sombreada, lejos de fuentes de luz directa y dispositivos de calefacción.
- 6: No intente desmontar, reparar o modificar el altavoz usted mismo. Abrir o manipular los componentes internos puede causar daños o anular la garantía. Si tiene algún problema, consulte al personal de servicio autorizado para obtener ayuda.
- 7: Evite escuchar a volúmenes excesivamente altos para prevenir efectos adversos en su audición. La exposición prolongada a niveles de volumen alto puede dañar su capacidad auditiva. Ajuste el volumen a un nivel cómodo y seguro.
- 8: Por favor, deseche correctamente los envases de desechos, las baterías y los productos electrónicos viejos. Siga las regulaciones y pautas locales para la disposición ecológica de estos elementos. El reciclaje o la correcta eliminación ayudan a reducir el impacto ambiental.

**PRÉCAUTIONS D'UTILISATION**

- 1: Veuillez utiliser le câble de chargement standard fourni pour charger le lecteur. Évitez d'utiliser d'autres types de câbles similaires disponibles sur le marché, car ils peuvent avoir des méthodes de câblage interne différentes. L'utilisation de câbles incompatibles pourrait entraîner des complications inutiles.
- 2: Évitez les impacts sévères sur le haut-parleur. N'exposez pas l'unité principale à des coups physiques violents, car cela pourrait endommager les composants internes et affecter ses performances.
- 3: Évitez de toucher ou d'exposer le haut-parleur à des produits chimiques tels que le benzène et les diluants. Ces substances peuvent potentiellement endommager la surface ou les pièces internes du haut-parleur. Faites preuve de prudence et éloignez le haut-parleur de tout produit chimique nocif.
- 4: Évitez de vous approcher de champs magnétiques et électriques puissants. L'exposition à de tels champs peut interférer avec les performances du haut-parleur. Maintenez une distance de sécurité pour éviter toute perturbation potentielle.
- 5: Évitez une exposition directe à une lumière intense ou à des appareils de chauffage. Une chaleur excessive ou une lumière directe peuvent affecter négativement les matériaux et composants du haut-parleur. Conservez-le dans un endroit frais, à l'abri de la lumière directe et des appareils de chauffage.
- 6: Ne tentez pas de démonter, réparer ou modifier le haut-parleur vous-même. L'ouverture ou la manipulation des composants internes peut entraîner des dommages ou annuler la garantie. Si vous rencontrez des problèmes, veuillez consulter un personnel de service autorisé pour obtenir de l'aide.
- 7: Évitez d'écouter à des volumes excessivement élevés pour éviter tout effet néfaste sur votre audition. Une exposition prolongée à des niveaux de volume élevés peut endommager votre capacité auditive. Ajustez le volume à un niveau confortable et sûr.
- 8: Veuillez éliminer correctement les emballages, les piles et les anciens produits électroniques. Respectez les réglementations et les directives locales pour une élimination écologique de ces éléments. Le recyclage ou l'élimination correcte contribue à minimiser l'impact sur l'environnement.



## LIMITED PRODUCT WARRANTY POLICY

Before returning your Product for service under this Warranty, please (i) read the instruction manual carefully and visit our website at [www.qfxusa.com](http://www.qfxusa.com) for Product updates and extended support documentation (e.g., Common Troubleshooting Guides); (ii) if you are still having trouble with your Product, please contact the QFX Customer Support Department.

Subject to the terms and conditions herein, QFX, Inc. (herein after called "QFX") warrants to the original purchaser of the Product ("Customer") that for the applicable Warranty Period listed below, the Product will be free from defects in material or workmanship under normal, non-commercial use ("Defects").

Warranty Period encompasses, as listed below, separate "Coverage Periods" for Parts and Labor, each Coverage Period to begin from the original date of Customer purchase. If Customer returns a defective Product (or any component thereof) during the applicable Warranty Period, QFX will, at its option, during the specified Coverage Periods for Parts and Labor (as applicable either: (i) repair the Product (or, as applicable, any component thereof) or (ii) replace the Product (or, as applicable, any component thereof) with a new or refurbished Product (or, as applicable, any component thereof), in either case free of charge to Customer for Parts and/or Labor (as applicable) during the specified Coverage Period only, and excluding applicable shipping charges (noted below), for which the Customer is responsible. The foregoing states the Customer's exclusive remedy and QFX sole liability for breach of the limited warranty contained herein.





This warranty covers only normal use. This warranty is not transferable. QFX is not responsible for warranty replacement should the QFX label or logo be removed or should the product fail to be properly maintained or fail to function properly as a result of misuse, abuse, immersion in liquids, improper installation, improper shipping, damage caused by disasters such as fire, flood, or service other than by QFX. In addition, this warranty excludes any Product (or, as applicable, any component thereof) that has been subject to or Defects resulting from: (a) any neglect or misuse by a Customer, an accident, improper application, violation of operating instructions for the Product, any other Customer-induced damage, or the alteration or removal of any Product serial number; (b) any modification or repair to Product (or, as applicable, any component thereof) by any party other than QFX or a party authorized in writing by QFX; (c) any damage to Product (or, as applicable, any component thereof) due to power surges, incorrect electrical voltage, misconnection to any device, or malfunction of any device used with the Product (or, as applicable, any component thereof); (d) cosmetic damage to the Product (or, as applicable, any component thereof) caused by normal wear and tear; (e) shipping damage that occurs while the Product is in transit; (f) damage caused by heat sources, sunlight, electromagnetic conditions, or other climatic conditions or (g) any acts of God.

Product is sold to Customer for personal, non-commercial use only. Product is not warranted for Customer's commercial or rental use. In addition, Product is not warranted against failure, and should not be used by Customer for any application where (i) there is a risk that any data stored on Product will be breached or otherwise compromised, or (ii) the date stored on Product is relied upon for medical or lifesaving applications. QFX disclaims any Warranty for any of the foregoing uses to the fullest extent permitted by law. Customer assumes any and all risks associated with such uses of Product, and agrees to indemnify QFX for any damages claimed against QFX for such uses.

EXCEPT FOR EXPRESS WARRANTIES STATED ABOVE AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE PRODUCTS ARE PROVIDED "AS IS" AND QFX DISCLAIMS ALL OTHER WARRANTIES, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY (i) OF MERCHANTABILITY, (ii) OF FITNESS FOR A PARTICULAR PURPOSE, OR (iii) OF NON-INFRINGEMENT OF THIRD PARTY RIGHTS. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL QFX BE LIABLE TO CUSTOMER OR ANY THIRD PARTY FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LOST PROFITS OR REVENUES, LOSS OR INACCURACY OF ANY DATA OR COST OF SUBSTITUTE GOODS, REGARDLESS OF THE THEORY OF LIABILITY (INCLUDING NEGLIGENCE) AND EVEN IF QFX HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, QFX AGGREGATE LIABILITY TO CUSTOMER FOR ACTUAL DIRECT DAMAGES FOR ANY CAUSE WHATSOEVER SHALL BE LIMITED TO THE CUMULATIVE PRODUCT FEES PAID BY THAT CUSTOMER FOR THE PRODUCTS CAUSING THE DAMAGES, IF ANY.

This Warranty gives Customer specific rights, and Customer may also have other rights that vary from jurisdiction to jurisdiction. Warning: Some Products may contain components that are small enough to be swallowed. Please keep out of reach of children. In order for the return to be processed, you must send the Product PREPAID to the address below in the original packaging or reasonable substitute to prevent damage and include: (1) a dated sales receipt (which must have a purchase date that falls in the Warranty Period specified in the table below) that indicates the place of purchase, model number of Product, and amount paid, (2) a detailed description of Customer's problem with Product, (3) Customer's full name, phone number, and return address, (3) all of the accessories that came with the Product package must be sent along with the main Product, (4) a cashier's check or money order payable to QFX, Inc., in the amount specified for the item in the product table below for return shipping and handling. If in the case you cannot provide a money order or cashier's check, you can contact The QFX Customer Support Representative to arrange payment via credit card. No returned Product will be shipped back to a PO BOX. If a returned Product is found to have no problem and/or does not include ALL of the requirements indicated above, it may be returned back to the customer and will not be processed.

**QFX USA®, Inc.**  
RMA Processing  
Customer Support Department  
2957 E. 46th Street | Vernon, CA 90058

 [support@qfxusa.com](mailto:support@qfxusa.com)  
 **(800) 864-CLUB (2582) or (323) 588-6900**  
 [qfxusa.com](http://qfxusa.com)  
 **Hours of Operation: Monday – Friday, 9am – 5pm PST**

QFX USA®, Inc.  
RMA Processing  
Customer Support Department  
2957 E. 46th Street | Vernon, CA 90058

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[qfxusa.com](http://qfxusa.com)  
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All prices and details below are for US Destinations excluding, Hawaii, Alaska and Puerto Rico. For excluded destinations and NON US destinations, please contact The QFX Customer Support Department directly for additional shipping fees and return instructions.

If you do not find your Product below, your Product model conflicts with multiple categories, and/or are unsure of which category the Product you have purchased will fall under, please contact our Customer Support Department for further instruction.

In order to determine the exact shipping cost that must be included with your product or paid for the product being returned, please refer to the table below. Please find the product you wish to return by category or model number prefix. QFX will not provide any return or refund to any customer for merchandise and will only honor the Limited Warranty restrictions mentioned in this document.

Please make sure to follow all directions prior to shipping back your item. If you are not sure what the shipping cost for your item is, or if your item category conflicts in the table below, please feel free to contact the QFX Support Department for further assistance.

PRODUCT CATEGORY	HANDLING	LABOR	PARTS
Earphones, Headphones, Pocket Radios, & Small Bluetooth vSpeakers	\$5.00	1 Year	1 Year
Personal Stereos	\$10.00	1 Year	1 Year
Portable Radio/Cassette	\$15.00	1 Year	1 Year
Large Portable Radio Cassette	\$20.00	1 Year	1 Year
Mobile Audio	\$10.00	1 Year	1 Year
Pro Audio SBX Systems	\$75.00	1 Year	1 Year
Pro Audio PBX Systems	\$75.00	1 Year	1 Year
Televisions	\$25.00	1 Year	1 Year
Telephones	\$10.00	1 Year	1 Year

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