



PHASE ESSENTIAL & ULTIMATE Warranty & Returns

Warranty details can be found here.

<https://mwm-store.com/warranty/phase/eur>

Turntable Training Wax (TTW) are the UK distributor of **PHASE**. All sales in the UK are either from **TTW** or our Reseller partners.

All service and support of **PHASE** is conducted by **Music Media World (MWM)**

If there is a fault with your **PHASE** unit, then please follow the procedure below.

1. Visit the **MWM** Support page in the first instance, where trouble shooting guide(s) can be found.
<https://mwm-store.com/support/faq/phase>
2. If a solution cannot be found, then please raise a support ticket to **MWM** Support.
phasehelp@mwm-store.com
 - a. The initial content of the email should include *name, provider/order number, serial number(s), full address, phone number*
 - b. *The serial number is essential for tracking purposes.*
3. If the unit(s) is accepted as faulty, **MWM** will recommend returning the unit. Do not return the unit(s) to the Reseller.
4. **MWM** will coordinate shipment, using return address labels, from the UK back to **MWM**.
5. If a refund is required, this will be administered by the Reseller where the unit(s) were purchased from.
6. The Reseller will inform **TTW** of the return to **MWM** if a refund has been administered.
7. **MWM** will ship a replacement/fix unit(s) directly if applicable.