



**PHASE**

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### Warranty & Returns

Warranty details can be [found here](#).

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

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

1. Visit the [PHASE](#) support page in the first instance, where trouble shooting guide(s) can be found.
2. If a solution cannot be found, then please contact your dealer directly. They can also help with additional trouble shooting, using [diagnosis](#) guidance provided to them by PHASE.
  - a. These checks can be done online, on the phone or if the dealer has requested the product to be returned.
3. If there is still an issue and you require the product(s) to be returned for exchange and/or refund, then simply organise this directly with your dealer.
4. TTW will then exchange/credit returned and/or faulty units with both the dealer and PHASE respectfully.

**Jan 2024**