



# MOTORCYCLE AUDIO

## FREQUENTLY ASKED QUESTIONS

### Company Questions

#### ***Who is J&M Corporation?***

J&M Corporation was formed in 1978 by John Lazzeroni and Melinda Carevich to meet the recreational audio needs of motorcycle riders. From modest beginnings on the kitchen table, the company has grown to become a world wide manufacturer of mobile audio gear and motorcycle accessories. John and Melinda have been awarded many U.S. patents for designs of headsets, microphones, and integrated audio gear. J&M is privately owned with manufacturing and distribution centers located in Tucson, Arizona. J&M manufactures it's own line of retail products as well as original equipment accessories for other manufacturers.

#### ***Is it better to buy direct from J&M than from a dealer?***

As far as price goes, no. Our dealers are our partners. They offer sound advice, service, and installation. Some of our original equipment gear can only be purchased through dealers. If your dealer doesn't stock an item, or it's easier to order direct, we'll be happy to fill your order from the factory.

#### ***What is your warranty?***

Two years on most products. Read our [TERMS](#) page for complete warranty information, our order process.

#### ***I already have some J&M gear. Will your new products work with the products I already have?***

The answer is "most of the time". We do everything we can to make our new products work with our older ones. We do carry some specialized cords and connectors for that purpose. Sometimes we just can't make things work. (Did you think you'd have an MP3 player five years ago? Neither did we!) The best thing to do is ask. We'll do our best to make it happen.

#### ***Is every J&M product on the website?***

For the most part, yes. We try to keep all of our retail products on the site. We do have a small "special stash" of older cords and parts. We also make some to order for special needs. If your J&M gear came with your bike, we may be obligated to work through a dealer. We also have contacts for people who stock older helmets, and who do custom work. If you have ANY question about mobile audio, ask us. We'll do our best to get you on the road.

#### ***Are the website "Available" notices accurate?***

We try to update them daily. Since we have an extensive distributor network, we sometimes get a large order that will deplete our inventory. Sometimes we get a rush on a product. Manufacturing also finishes large batches so products come back in stock. We try to keep up, but all products are subject to prior sales.