



## **Dual Electronics Manufacturer Warranty**

### **WARRANTY:**

Dual Electronics Corp. warrants this product to the original purchaser to be free from defects in material and workmanship for a period of one year from the date of the original purchase. Dual Electronics Corp. agrees, at our option, during the warranty period, to repair any defect in material or workmanship or to furnish an equal new, renewed or comparable product (whichever is deemed necessary) in exchange without charges, subject to verification of the defect or malfunction and proof of the date of purchase. Subsequent replacement products are warranted for the balance of the original warranty period.

Who is covered? This warranty is extended to the original retail purchaser for products purchased and used in the U.S.A. What is covered? This warranty covers all defects in material and workmanship in this product. The following are not covered: installation/removal costs, damage resulting from accident, misuse, abuse, neglect, product modification, improper installation, incorrect line voltage, unauthorized repair or failure to follow instructions supplied with the product, or damage occurring during return shipment of the product.

What to do?

1. Before you call for service, check the troubleshooting guide in your owner's manual. A slight adjustment of any custom controls or connections discussed in your instruction booklet may save you a service call.
2. If you require service during the warranty period, you must carefully pack the product (preferably in the original package) and ship it by prepaid transportation with a copy of the original receipt from the retailer to an authorized service center.
3. Please describe your problem in writing and include your name, a return UPS shipping address (P.O. Box not acceptable), and a daytime phone number with your shipment.
4. For more information and for the location of the nearest authorized service center please contact us.

Exclusion of Certain Damages: This warranty is exclusive and in lieu of any and all other warranties, expressed or implied, including without limitation the implied warranties of merchantability and fitness for a particular purpose and any obligation, liability, right, claim or remedy in contract or tort, whether or not arising from the company's negligence, actual or imputed. No person or representative is authorized to assume for the company any other liability in connection with the sale of this product. In no event shall the company be liable for indirect, incidental or consequential damages.

**CONTACT:**

Customer Service

Phone: 1-866-382-5476

Email: [cs@dualav.com](mailto:cs@dualav.com)

**RETURN PROCESS:**

Call manufacturer contact for RA number. Pack merchandise carefully to avoid further damage, and include a copy of the original invoice or receipt. Ship merchandise back to the manufacturer prepaid.