



US Customer Service available 24x7 to help you

Phone: 1.888.429.6133

Email: SupportUS@libratone.com

Libratone One (1) Year US Limited Warranty

Terms and conditions for Libratone products purchased in the United States.

What is covered by this warranty

Libratone, Inc. ("Libratone") warrants to the end-user customer that the Libratone-branded hardware products will be free from defects in materials and workmanship for a period of ONE (1) YEAR from the date of retail purchase from a Libratone Authorized Dealer by the original end-user purchaser, with the exceptions, exclusions and limitations stated in this Limited Warranty.

This Limited Warranty applies only to Libratone-branded hardware products manufactured by, for or on behalf of Libratone or Libratone A/S. This Limited Warranty applies only to the original retail purchase of the product, and only to products purchased and used in the United States.

Libratone's Limited Warranty covers only those defects that arise as a result of normal use of the product in an environment as specified in the Owner's Manual, and does not cover any other problems or defects, including, but not limited to, those that arise as a result of (a) improper use, improper maintenance, modification, tampering or alteration; (b) operation outside the product specifications, including specifications regarding power surges; (c) unauthorized modifications; (d) misuse or abuse; (e) normal wear and tear, cosmetic damages or fading or discoloration caused by exposure to sunlight or chemicals; (f) damages or defects to consumable parts, such as batteries; (g) accidents, flood, fire, earthquake or other acts of God; (h) if the Libratone serial number has been removed or defaced; or (i) for purchases of Libratone products from unauthorized dealers.

For how long

This Limited Warranty extends to ONE (1) year from the Customer's original purchase of the Product.

What Libratone will do

If Libratone receives, during the applicable warranty period, a valid notice of a defect in any product which is covered by Libratone's warranty, Libratone will, at Libratone's option, within a reasonable time after being notified of the defect (a) repair the defect at no charge, using new or refurbished replacement parts, (b) replace the product or (c) refund the purchase price of the product. All replaced faulty parts and components will become the property of Libratone. Libratone shall have no obligation to repair, replace or refund until the customer returns the defective product to the authorized reseller. Any replacement product may be either new or like-new, provided that it has functionalities at least equal to that of the product being replaced. Repairs outside the Limited Warranty period or of damages not covered by this guarantee will take place only with your prior approval.

How to obtain service

In the event of a product defect, you should take the following actions:

1. Refer to the Owner's Manual in order to identify and possibly correct the problem.
2. If the problem cannot be resolved by reference to the Owner's Manual, please contact Libratone US Customer Service (contact information listed above).
3. If necessary, US Customer Service will arrange for repair or replacement of the product provided that you present the original sales invoice to document the date and place of the original purchase. The terms and conditions for a repair or replacement are subject to terms of delivery agreed between you and the authorized dealer to the extent the terms are not explicitly covered by this Limited Warranty.

If you ship the Product, neither Libratone is not liable for damages to the product caused during shipment. Thus we recommend that you use the original shipping cartons for packing the product. If these cartons are not available, we suggest that you use a strong cardboard box and sufficient packaging (for example Styrofoam, bubble wrap or similar) to provide at least 4 inches of packaging to fully surround products weighing 11 lbs. or more.

Limitations of warranty and liability

All express and implied warranties, including, but not limited to, any implied warranties of merchantability and fitness for a particular purpose, are limited in time to the term of this Limited Warranty. No warranties, whether express or implied, will apply after the expiration of this Limited Warranty. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

Except as provided in this limited warranty and to the extent permitted by law, in no event shall Libratone or its third party suppliers be liable for direct, indirect, special, incidental or consequential damages, whether based on contract, tort or any other legal theory. In no event shall the liability of Libratone or its third party suppliers exceed the

retail purchase price paid by the original end-user customer. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

For warranties covering products distributed by Libratone or its third party suppliers in other countries or areas, please refer to the applicable limited warranty for such countries or areas.