

## **1-Year Limited Warranty, ZVOX Audio SoundBase Systems**

To the original purchaser of a ZVOX Audio system in the United States of America, ZVOX Audio warrants the ZVOX Audio system to be free of defects in material and workmanship for a period of one (1) year from date of purchase.

To obtain a warranty repair of a ZVOX Audio system, a Return Authorization must be obtained from ZVOX Audio. With respect to defects, ZVOX will, at its option, repair any defect in the product or replace the product at no charge to the original purchaser for parts or labor. If ZVOX Audio elects to replace a system, the replacement system will be equivalent to the condition of the ZVOX Audio system as received by ZVOX Audio for service. The repair of a ZVOX Audio system by an independent service agency is not supported.

This ZVOX Audio warranty applies to the original purchaser of the ZVOX Audio system purchased in the USA from an authorized ZVOX Audio retailer and used in the United States of America. ZVOX Audio cannot provide serviced.

The only acceptable method of establishing warranty status is a copy of the original proof of purchase from an authorized ZVOX Audio retailer, indicating the customer's name and purchase date. The warranty period starts from the date on the proof of purchase of the ZVOX Audio product.

To obtain service on a ZVOX Audio product: The owner of the ZVOX Audio product should first contact the ZVOX Audio retailer that sold the ZVOX Audio system to inquire about warranty service. If the retailer does not provide service for ZVOX products, please contact ZVOX Audio directly at [info@zvoxaudio.com](mailto:info@zvoxaudio.com) or (866) 367-9869 to obtain a Repair Authorization. ZVOX Audio reserves the right to refuse or return any products delivered to ZVOX Audio without prior written authorization. Do not send a ZVOX Audio system to ZVOX Audio for repair prior to obtaining a Repair Authorization. A Repair Authorization from ZVOX Audio does not include the cost of shipping the ZVOX Audio system to ZVOX Audio.

The Repair Authorization number should be included inside the carton. The Repair Authorization number should be marked on the return shipping label on the outside of the carton.

Shipping carton and cushions: This 1-year limited warranty does not cover the cost of a replacement shipping carton and set of internal cushions. A replacement shipping carton and cushion set can be purchased from ZVOX Audio if you elect to discard the original carton and cushions. The genuine ZVOX Audio carton and cushions for your specific ZVOX Audio model must be used to ship your unit to ZVOX Audio. ZVOX Audio urges you to keep your system's shipping carton and all the corner and side cushions.

Shipment to ZVOX Audio: The ZVOX Audio system owner is responsible for shipping charges to ZVOX Audio using the shipping method of their choice. The ZVOX Audio system should be shipped to the ZVOX Audio address provided in the Return Authorization. ZVOX Audio is not responsible for physical damage sustained by a product in shipment back to ZVOX Audio, regardless of the nature of the Return Authorization. ZVOX Audio suggests using a shipper that provides you a tracking number.

Once the repair has been performed, ZVOX Audio will then ship the unit back to the customer with no charge for shipping. ZVOX Audio can only ship to locations in the United States of America.

For a ZVOX Audio system owner outside the United States of America: A ZVOX Audio system owner outside the United States of America should contact the ZVOX retailer in the country where they purchased the ZVOX system to inquire about warranty service. You may then be referred to the authorized ZVOX Audio distributor in that country.

This is the sole and express warranty. This warranty is in lieu of all other warranties, expressed or implied, of merchantability, fitness for purpose or otherwise. In no event shall ZVOX Audio LLC be liable for incidental or consequential damages or have any liability with respect to defects other than the obligations set forth as stated. Except as provided herein, ZVOX Audio LLC shall have no liability or responsibility to the purchaser or any other person or entity with respect to any liability, loss or damage caused directly or indirectly by use of the product, including, but not limited to, any incidental or consequential damages.