

# Warranty

All Novation products are built to the highest standards and should provide reliable performance for many years, subject to reasonable care, use, transportation and storage.

Very many of the products returned under warranty are found not to exhibit any fault at all. To avoid unnecessary inconvenience to you in terms of retuning the product please contact [Novation support](#).

In the event of a Manufacturing Defect becoming evident in a product within 12 months from the date of the original purchase Novation will ensure that the product is repaired or replaced free of charge.

A Manufacturing Defect is defined as a defect in the performance of the product as described and published by Novation. A Manufacturing Defect does not include damage caused by post-purchase transportation, storage or careless handling, nor damage caused by misuse.

Whilst this warranty is provided by Novation the warranty obligations are fulfilled by the distributor responsible for the country in which you purchased the product.

In the event that you need to contact the distributor regarding a warranty issue, or an out-of-warranty chargeable repair, please visit the [Novation website](#).

The distributor will then advise you of the appropriate procedure for resolving the warranty issue. In every case it will be necessary to provide a copy of the original invoice or store receipt to the distributor. In the event that you are unable to provide proof of purchase directly then you should contact the reseller from whom you purchased the product and attempt to obtain proof of purchase from them.

Please do note that if you purchase a Novation product outside your country of residence or business you will not be entitled to ask your local Novation distributor to honour this limited warranty, although you may request an out-of-warranty chargeable repair.

This limited warranty is offered solely to products purchased from an Authorised Novation Reseller (defined as a reseller which has purchased the product directly from Novation in the UK, or one of its Authorised Distributors outside the UK). This Warranty is in addition to your statutory rights in the country of purchase.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.