

# Limited Warranty

The MUSIC Group is committed to providing the highest quality products, service and user experience for our customers. One element of this commitment is our after sales support which now incorporates our extended Limited Warranty that we are pleased to present here. In the event of any concern that is not addressed by this extended Limited Warranty we would ask you to contact us at [care@music-group.com](mailto:care@music-group.com).

## **1.Limited Warranty**

This Limited Warranty is valid only if you purchased the product from a MUSIC Group authorized Reseller.

Customers can extend the Limited Warranty to a full three years for products sold in countries served by MUSIC Group operated Service Centers including:

- Austria
- Belgium
- Canada
- China
- France
- Germany
- Italy
- Japan
- Netherlands
- New Zealand
- Portugal
- Spain
- Sweden
- United Kingdom
- USA

In the event that you purchased your product elsewhere, please refer to the MUSIC Group [Partners](#) and [Service Centers](#) in the country of purchase.

1.2 MUSIC Group\* warrants the mechanical and electronic components of this product to be free of defects in material and workmanship if used under normal operating conditions. This Limited Warranty is applicable for one year from the original date of retail purchase, unless your country provides a longer statutory warranty, in which case the statutory warranty shall apply. However, MUSIC Group is pleased to offer a warranty extension of up to a total duration of 3 years provided that your product purchase is registered online within 90 days of retail purchase.

If the product displays any defects within the specified warranty period and that defect is not excluded under clause 4, MUSIC Group will either repair or replace the product using new or reconditioned product or parts. In the event that MUSIC Group decides to replace the entire product, this Limited Warranty shall apply to the replacement product for the remaining initial warranty period from the date of purchase of the original product only.

1.3 Upon validation of the warranty claim, the repaired or replacement product will be returned to the user freight prepaid.

1.4 Warranty claims other than those indicated above are expressly excluded.

## **IMPORTANT**

We ask that you please retain your purchase receipt. This is your proof of purchase and your Limited Warranty will commence from this date. If you do not retain your purchase receipt then this Limited Warranty will be void. In the unlikely event that you require to exercise this Limited

Warranty, we will need you to provide a copy of this purchase receipt. Without this we will unfortunately not be able to process your request for warranty repair.

## **2. Online Registration**

Please do remember to register your new MUSIC Group equipment within ninety (90) days from purchase to qualify for the extended warranty. This can quickly be completed by visiting [www.music-group.com](http://www.music-group.com) or its related brands. We would ask that you read the terms and conditions of our Limited Warranty carefully. If the product purchase is not registered within the first ninety (90) days of your product ownership, this will result in the Limited Warranty being applicable for only one year, or for the period of your country's statutory warranty, whichever is longer.

## **3. Warranty Service; Return Authorization Number**

3.1 The initial stage of our warranty service, and the quickest means of achieving a solution, is to check if the problem can be resolved by our Online Service. If you are not able to resolve your issue through this route and you need to request warranty service, please contact us at [care@music-group.com](mailto:care@music-group.com) or use our online request form to request a Return Authorization (RA) Number. All inquiries must be accompanied by a description of the problem, the serial number of the product and a copy of the original sales receipt.

3.2 No returns can be accepted without a valid RA number.

3.3 It should be noted that shipments into authorized Service Centers for warranty repair without freight prepaid cannot be accepted.

## **4. Warranty Limitations and Exclusions**

4.1 This Limited Warranty does not cover consumable parts. These include, but are not limited to; fuses, batteries, cables, illuminants, guitar strings, etc.

4.2 Where applicable, MUSIC Group warrants the following items contained in or with the product to be free from defects in material and workmanship for a period of ninety (90) days from date of purchase.

- Accessories
- Power Adaptors/PSUs
- Valves
- Cables
- Foot Switches
- Vacuum Tubes
- Road Cases
- Dust Covers

4.3 Where applicable, MUSIC Group warrants the following items contained in or with the product to be free from defects in material and workmanship for a period of one (1) year from date of purchase:

- Digital Displays / LCDs
- Meters

- Switches / Sensors
- VRS / Potentiometers
- Loudspeaker drivers or diaphragm assemblies
- All faders including cross-faders and motorized faders
- Any mechanical component that may be affected by externally applied force
- Track Balls and Glide Pads

If upon inspection by a MUSIC Group Service Depot or its authorized agent, drivers or diaphragm assemblies are found to have burnt voice coils as a result of over / under driving, or due to a surge from a power amplifier, they will be excluded from warranty coverage.

4.4 This Limited Warranty does not cover the product if it has been electronically or mechanically modified in any way. If the product needs to be modified or adapted in order to comply with applicable local technical or safety standards in any country which is not the country for which the product was originally developed and manufactured, this modification / adaptation shall not be considered a defect in materials or workmanship. This Limited Warranty does not cover any such modification / adaptation, regardless of whether it was carried out professionally or not. Under the terms of this Limited Warranty, MUSIC Group shall not be held responsible for any cost resulting from such a modification / adaptation.

4.5 This Limited Warranty covers only the product hardware. It does not cover technical assistance for hardware or software usage. In addition it does not cover any software products whether or not contained in the purchased product package. Any software is provided only in the condition and format contained with the product, unless expressly provided for in any enclosed software limited warranty.

4.6 This Limited Warranty is completely invalid if the factory applied serial number has been altered or removed from the product.

4.7 Free inspections and maintenance / repair work are expressly excluded from this Limited Warranty. If an inspection of the product by MUSIC Group shows that the defect in question is not covered by the Limited Warranty, the inspection costs are payable by the customer.

4.8 Product damage or defects caused by the following conditions are not covered by this Limited Warranty:

4.8.1 improper handling, neglect or failure to operate the unit in compliance with the instructions given in MUSIC Group user or service manuals

4.8.2 connection or operation of the unit in any way that does not comply with the technical or safety regulations applicable in the country where the product is used

4.8.3 any Act of God or Nature (such accident, fire, flood, etc.) or any other condition that is beyond the control of MUSIC Group.

4.9 Any repair or opening of the unit carried out by unauthorized personnel (including the user) will void the Limited Warranty completely.

4.10 Products which do not meet the terms of this Limited Warranty will be repaired exclusively at the buyer's expense. MUSIC Group or its authorized service center will inform the buyer of any such circumstance and request a written order to repair the product. In the event that the buyer fails to submit a written repair order within 6 weeks of notification, MUSIC Group reserves the right to dispose of the product in an appropriate, environmentally friendly manner.

4.11 Authorized MUSIC Group Resellers do not sell new products directly in online auctions. Purchases made through an online auction are on a "buyer beware" basis. Online auction confirmations or sales receipts are not accepted for warranty verification and MUSIC Group will not repair or replace any product purchased through an online auction.

## **5. Warranty Transferability**

This Limited Warranty is extended exclusively to the original buyer (customer of authorized Reseller) and is not transferable to anyone who may subsequently purchase this product. No other person (distributor, dealer, fulfiller, retailer etc.) shall be entitled to give any warranty promise on behalf of MUSIC Group.

## **6. Claim for Damage**

Subject only to the operation of statutory applicable local laws, MUSIC Group shall have no liability to the buyer under this Limited Warranty for any consequential or indirect loss or damage of any kind. In no event shall the liability of MUSIC Group under this Limited Warranty exceed the invoiced value of the product.

## **7. Limitation of Liability**

This Limited Warranty is the complete and exclusive warranty between you and MUSIC Group. It supersedes all other written or oral communications related to this product. MUSIC Group provides no other warranties for this product.

## **8. Other Warranty Rights and National Law**

8.1 This Limited Warranty does not exclude or limit the buyer's statutory rights as a consumer in any way.

8.2 The Limited Warranty regulations mentioned herein are applicable unless they constitute an infringement of applicable statutory local laws.

8.3 This Limited Warranty does not detract from any statutory seller's obligations in regard to any lack of conformity of the product and any hidden defect.

## **9. Amendment**

Warranty service conditions are subject to change without notice. Please refer regularly to the latest warranty terms and conditions, and additional information regarding MUSIC Group's Limited Warranty, at [www.music-group.com](http://www.music-group.com) or its related brands / products.