

# Product Warranty

## Labor Warranty:

FAVI will repair or exchange any defective or damaged unit at no cost to you if your purchase falls within the warranty coverage below. We will pay round trip shipping for claims within the USA (excludes: HI, AK, APO, USA Territories, and international orders).

### Product condition purchased:

- New: valid within 1 year of product receipt
- Manufacturer Refurbished: valid within 45 days of product receipt

## Parts Warranty:

If your purchase falls within the warranty coverage below, we will repair the unit and bill you for a flat rate for labor and return shipping costs. You will not be billed for the cost of replacement parts.

### Product condition purchased:

- New: valid within 1 year of product receipt
- Manufacturer Refurbished: valid within 45 days of product receipt

All repairs will be performed by a certified FAVI technician. Please note that all FAVI Entertainment warranties are considered null and void if the product has been modified or tampered with, or if product ownership transfers to any party outside the original customer's shipping address. In cases where the product has been modified, or where repairs were made or attempted by a non-authorized FAVI repair center, we may, at our discretion, accept the unit back for a fee, or offer to sell parts and/or provide technical assistance. We will not honor warranties in cases where there was obvious product mishandling, or if non-shipping related damage has occurred.

## Out Of Warranty Repair Work:

If your product is out of warranty and you wish to have a FAVI certified technician repair your product, please fill out our [Product Issue Form](#).

We will charge both parts and labor fees for any out of warranty repair work that is performed.

Please note that we cannot guarantee that your out of warranty unit will be successfully repaired. If we are unable to repair the unit, your invoiced cost will be refunded. We do not include any type of warranty on repairs. When repairing an out of warranty unit, our goal will be to restore the unit to a functional state. "*Functional*" does not mean "*Like new*". Any cosmetic wear or damage that does not impede the unit's function will not be repaired.

Website: <http://www.favientertainment.com>

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.