

## Lucid/Symetrix Warranty and Service Policy

### Symetrix, Inc. Limited Warranty

Symetrix, Inc. expressly warrants that the product will be free from defects in material and workmanship for two (2) years from the date the product is shipped from the factory. Symetrix's obligations under this warranty will be limited to repairing or replacing, at Symetrix's option, the part or parts of the product which prove defective in material or workmanship within two (2) years from the date the product is shipped from the factory, provided that the Buyer gives Symetrix prompt notice of any defect or failure and satisfactory proof thereof. Buyer may return products only after a Return Authorization number (RA) has been obtained from Symetrix. Buyer will prepay all freight charges to return the product to the Symetrix factory. Symetrix reserves the right to inspect any products, which may be the subject of any warranty claim before repair, or replacement is carried out. Symetrix may, at its option, require proof of the original date of purchase (dated copy of original retail dealer's invoice). Final determination of warranty coverage lies solely with Symetrix. Symetrix will return products repaired under warranty freight prepaid, to any location within the Continental United States. Outside the Continental United States, products will be returned freight collect.

The foregoing warranties are in lieu of all other warranties, whether oral, written, express, implied or statutory. Symetrix, Inc. expressly disclaims any IMPLIED warranties, including fitness for a particular purpose or merchantability. Symetrix's warranty obligation and buyer's remedies hereunder are SOLELY and exclusively as stated herein.

This Symetrix product is designed and manufactured for use in professional and studio audio systems and is not intended for other usage. With respect to products purchased by consumers for personal, family, or household use, Symetrix expressly disclaims all implied warranties, including but not limited to warranties of merchantability and fitness for a particular purpose.

This limited warranty, with all terms, conditions and disclaimers set forth herein, shall extend to the original purchaser and anyone who purchases the product within the specified warranty period.

Symetrix does not authorize any third party, including any dealer or sales representative, to assume any liability or make any additional warranties or representation regarding this product information on behalf of Symetrix.

This limited warranty gives the buyer certain rights. You may have additional rights provided by applicable law.

Note: Some Symetrix products contain embedded software and may also be accompanied by control software intended to be run on a personal computer. Said software is specifically excluded from this warranty.

### Limitation of Liability

The total liability of Symetrix on any claim, whether in contract, tort (including negligence) or otherwise arising out of, connected with, or resulting from the manufacture, sale, delivery, resale, repair, replacement or use of any product will not exceed the price allocatable to the product or any part thereof which gives rise to the claim. In no event will Symetrix be liable for any incidental or consequential damages including but not limited to damage for loss of revenue, cost of capital, claims of customers for service interruptions or failure to supply, and costs and expenses incurred in connection with labor, overhead, transportation, installation or removal of products, substitute facilities or supply houses.

## Servicing Your Symetrix Product

If you have determined that your Symetrix product requires repair services and you live outside of the United States please contact your local Symetrix dealer or distributor for instructions on how to obtain service. A Symetrix authorized dealer or distributor near you may be found via the web site:  
<http://www.symetrixaudio.com>

If you reside in the U.S. then proceed as follows.

### Return authorization

At the Symetrix factory, Symetrix will perform in-warranty or out-of-warranty service on any product it has manufactured for a period of three (3) years from date of discontinued manufacture. Before sending anything to Symetrix, please contact our Customer Service Department for a return authorization (RA) number. The telephone number is +1 (425) 778-7728. Additionally, support is available via the web site:  
<http://www.symetrixaudio.com>.

### In-warranty repairs

To have your Symetrix product repaired under the terms of the warranty:

1. Call us for an RA number (have the serial number, shipping and contact information and description of the problem ready).
2. Pack the unit in its original packaging materials.
3. Include your name, address, daytime telephone number, and a brief statement of the problem.
4. Write the RA number on the outside of the box.
5. Ship the unit to Symetrix, freight prepaid. We do not accept freight collect shipments.

Just do these five things, and repairs made in-warranty will cost you only one-way freight charges. We'll pay the return freight. If you do not have the factory packaging materials, we recommend using an oversize box. Wrap the unit in a plastic bag, surround it with bubble-wrap, and place it in the box surrounded by Styrofoam peanuts. Be sure there is enough clearance in the box to protect the rack ears. We won't return the unit in anything but Symetrix packaging for which there will be a nominal charge. If the problem is due to operator misuse or error, charges for parts and/or labor may be applied. In any event, if there are charges for the repair, you will pay for the return freight. All billing must be prearranged at the time the RA is issued unless you have made other arrangements. Repaired units will not be returned until payment terms have been arranged. **SYMETRIX WILL NOT BE RESPONSIBLE FOR REPAIRED UNITS LEFT UNPAID MORE THAN 60 DAYS FROM DATE OF REPAIR. UNITS LEFT MORE THAN 60 DAYS MAY, WILL BECOME THE PROPERTY OF SYMETRIX, INC.**

### Out-of-warranty repairs

If the warranty period has passed, you will be responsible for all necessary parts, labor, packaging materials, and freight charges. Please remember, you must call for an RA number before sending the unit to Symetrix.