

NOVATION LIMITED WARRANTY INFORMATION

WARRANTY & REPAIR DETAILS

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.

In the event of a Manufacturing defect becoming evident within 12 months from date of purchase Novation undertakes that the product will be repaired or replaced free of charge if the product is returned to the authorised dealer from whom it was purchased. In these circumstances, or if you need an out-of-warranty repair to your Novation product, please contact Focusrite Audio Engineering Ltd., the official distributor of Novation products for the UK.

Alternatively contact the Novation Reseller from which you purchased the product. 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 a chargeable repair.

Alternatively, the unit may be returned at your cost to the dealer you purchased the unit from so that they can organise a Warranty repair with their Novation Distributor.

This Warranty does not include cost of shipping to and from the authorised dealer from whom it was purchased. In every case it will be necessary to provide the original invoice or store receipt to accompany the defective product to the supplying dealer. This Limited Warranty is offered solely to the first purchaser of the product from an Authorised Novation Reseller (defined as a reseller which has purchased the Product directly from Focusrite Audio Engineering Ltd. in the UK or its Authorised Distributors outside the U.K.) and is not transferable.

This Warranty is in addition to your Statutory Rights in the country of purchase.

Please note: A Manufacturing Defect is defined as a defect in the performance of the product which may be expected from a reasonable interpretation of the published description and performance specifications as published by Focusrite Audio Engineering Ltd. This does not include damage caused by post-purchase transportation, storage or careless handling, nor damage caused by misuse.

A significant proportion of products returned under Warranty (which are very few in number compared to numbers sold) are found not to exhibit any fault at all. Please check that the mains voltage is correctly set for your local supply and that your connecting cables are in good order and correctly connected.

If in doubt about the product functions please read the user guide, and if necessary contact your dealer for advice before returning the product to the supplying dealer. You can also contact the Novation Tech Support team at the Novation website for general advice.