

# MUSIC Group

## 1. 1. ■ USA

If you purchased your product elsewhere, please refer to the list of [MUSIC Partners](#) and contact your nearest distributor in the country of purchase for details of the limited warranty in your country.

2. MUSIC warrants the mechanical and electronic components of this product to be free of defects in material and workmanship if used under normal operating conditions for a period of one (1) year from the original date of retail purchase. If the country of purchase provides a longer statutory warranty period, such statutory warranty period shall apply. Subject to the online registration of your product within ninety (90) calendar days of retail purchase, the Limited Warranty shall be extended to the following periods:

Brand/Product	Extended Warranty
MIDAS, KLARK TEKNIK, LABGRUPPEN, LAKE , TANNOY, TURBOSOUND, TC ELECTRONIC, TC HELICON, BEHRINGER, BUGERA, DDA, EUROCOM	3 Years
TANNOY Passive Speakers	5 Years
LABGRUPPEN FP+, C, CX, and PLM, PLM+, D-SERIES	6 Years

3. If the product displays any defect within the specified warranty period and such defect is not excluded under clause 4 below, MUSIC will either repair or replace the product using new or reconditioned products or parts, at its sole discretion. In the event that MUSIC decides to replace the entire product, this Limited Warranty shall apply to the replacement product for the remaining warranty period of the product replaced.
4. Upon validation of the warranty claim, the repaired or replacement product will be sent to the user with the freight prepaid.
5. Warranty claims other than those indicated above are expressly excluded.

### **IMPORTANT**

MUSIC asks that you retain your purchase receipt. This is the proof of your date of purchase from which the applicable Limited Warranty period shall begin to run. If you are unable to present your purchase receipt, MUSIC cannot process your request for warranty repair as there is no proof that the

claim is within the applicable warranty period.

## **2. Online Registration**

To qualify for the extended warranty, you must register your new MUSIC equipment within ninety (90) calendar days from the date of purchase. The online registration can easily be completed by visiting [www.music-group.com](http://www.music-group.com). We 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) calendar days of your date of purchase, the Limited Warranty will be applicable for only one (1) year, or for the period of your country's statutory warranty, whichever is longer.

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

1. The initial stage of our warranty service, and the best way to find a solution, is to check if the problem can be resolved by our Online Support Service. If you are not able to resolve your issue through this route and you need to request warranty service, please contact us through our online request form to request for a Return Authorization (RA) Number. All requests must be accompanied by a description of the problem, the serial number of the product and a copy of the original sales or purchase receipt.
2. No warranty return shall be accepted without a valid RA number.
3. Shipments to Authorized Service Centers for warranty repair without freight prepaid shall not be accepted.

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

1. This Limited Warranty does not cover consumable parts, such as, but not limited to fuses, batteries, cables, bulbs, guitar strings, etc.
2. MUSIC warrants the following items contained in or with the product to be free from defects in material and workmanship only for a period of ninety (90) calendar days from the date of retail purchase.
  - Accessories
  - External power adaptors/PSUs
  - Valves
  - Cables
  
  - Foot switches and remote controls
  - Vacuum Tubes
  - Dust Covers

3. MUSIC warrants the following items contained in or with the product to be free from defects in material and workmanship only for a period of one (1) year from date of retail 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
- Loudspeaker grilles
- Road and flight cases
- Mixer remote controls; and
- Loudspeaker interfaces.

Drivers or diaphragm assemblies that have burnt voice coils as a result of over / under driving or due to a surge from a power amplifier shall be excluded from the warranty coverage.

4. This Limited Warranty does not cover products that have 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. MUSIC shall not be held responsible for any cost resulting from such a modification / adaptation.
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 product package, unless expressly provided for in any enclosed software limited warranty.
6. This Limited Warranty shall not apply if the factory-applied serial number has been altered or removed from the product.
7. Free inspections and maintenance / repair work are expressly excluded from this Limited Warranty. If an inspection of the product by MUSIC shows that the defect in question is not covered by the Limited Warranty, the inspection and/or repair costs shall be payable by the buyer.
8. Product damage or defects caused by the following conditions will not be covered by this Limited Warranty:

1. Improper handling, neglect or failure to operate the unit in compliance with the instructions given in MUSIC user or service manuals/guides;
  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;
  3. Any Act of God or Nature (such accident, fire, flood, etc.) or any other condition that is beyond the control of MUSIC.
9. Any repair or opening of the unit carried out by unauthorized personnel (including the user) will void the Limited Warranty.
10. Products which do not meet the terms of this Limited Warranty will be repaired exclusively at the buyer's expense. MUSIC 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 six (6) weeks of notification, MUSIC reserves the right to dispose of the product in an appropriate, environmentally friendly manner without liability to the buyer.
11. Authorized MUSIC Resellers do not sell new products directly in online auctions. Purchases made through an online auction are on an "as-is" basis, and are not covered by this Limited Warranty. Online auction confirmations or sales receipts are not accepted for warranty verification and MUSIC 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 the product. No other person (distributor, dealer, fulfiller, retailer, etc.) shall be entitled to give any warranty promise on behalf of MUSIC.

## **6. Limitation of Liability**

Except when required by law, MUSIC 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 under this Limited Warranty exceed the invoiced value of the product purchased.

## **7. Complete Agreement**

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

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

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

way.

2. All provisions of this Limited Warranty are applicable except those that will run counter to applicable statutory local laws.
3. This Limited Warranty does not detract from any statutory seller's obligations which supersede provisions of this Limited Warranty.

## 9. **Amendment**

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