

## 7. Warranty / Push – Customer Service

7.1 If the customer is a consumer and does not live in the U.S.A. the statutory warranty shall apply.

7.2 If you have any questions related to warranty, repairs or returns, please contact Ableton Support. In order to avoid unnecessary delays and cost, please do not return any products without first contacting Ableton Support. If you are a consumer residing in the EU your statutory warranty rights are not affected.

[Contact support form](#)

### 7.3 Push Warranty Information for U.S. Product Purchases

a) What is covered and for how long?

ALL PRODUCTS: ABLETON AG ("ABLETON") warrants to the original purchaser that ABLETON's products and accessories are free from defects in material and workmanship under normal use and service for the period commencing upon the date of purchase from an authorized ABLETON dealer and continuing for the following period of time after that date for one (1) year. ABLETON warrants factory-refurbished merchandise to be free of material and operational defects for a period of one year from original date of retail sale. This refurbished merchandise warranty is not transferable.

b) What is not covered?

This Limited Warranty is conditioned upon proper use of the product by the purchaser. This Limited Warranty does not cover:

Damage caused by improper installation or improper connection to any peripheral

Damage caused by an external electrical fault

Damage caused by any unintended use of the supplied power adapter

Damage from use of parts not manufactured or sold by ABLETON

Product purchased from anyone other than an ABLETON authorized dealer

Modifications to product not approved in writing by ABLETON

Equipment that has the serial number removed or made illegible

Normal cosmetic and mechanical wear

Damage or loss during transit to an Authorized ABLETON Repair Center

Units that are purchased and/or located outside of the fifty (50) American States and Puerto Rico.

c) What are ABLETON's obligations?

During the applicable warranty period, ABLETON will repair or replace, at ABLETON's sole option, without charge to the purchaser, any defective component part of the product. To obtain service under this Limited Warranty, purchaser must first contact ABLETON customer service at [www.ableton.com/help](http://www.ableton.com/help) or at 1-646-862-7998 and obtain further instructions on the process. Upon receipt, ABLETON will repair or replace the defective products. ABLETON may, at ABLETON's sole option, use rebuilt, reconditioned, or new parts or components when repairing any product or replace a product with a rebuilt, reconditioned, new or comparable product. Repaired products will be warranted for a period equal to the remainder of the original Limited Warranty on the original product. All replaced parts, components, boards and equipment become the property of ABLETON. If ABLETON determines that any product is not covered by this Limited Warranty, ABLETON will provide purchaser with an estimated repair cost and if purchaser agrees, purchaser must pay all parts, shipping, and labor charges for the repair or return of such product. In case purchaser does not agree the repairs will not be made and the product needing repair will be disposed of unless purchaser within three working days informs ABLETON that the purchaser wants the product returned at purchaser's cost and provides ABLETON with payment for the return shipping.

d) What are the limits on ABLETON's liabilities?

THE WARRANTIES GIVEN IN THIS LIMITED WARRANTY, TOGETHER WITH ANY IMPLIED WARRANTIES COVERING ABLETON PRODUCTS, INCLUDING WITHOUT LIMITATION ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ABLETON SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL, INDIRECT OR SIMILAR DAMAGES, LOSS OF PROFITS, DAMAGES TO PURCHASER'S PROPERTY, OR INJURY TO PURCHASER OR OTHERS ARISING OUT OF THE USE, MISUSE OR INABILITY TO USE ANY ABLETON PRODUCT, BREACH OF WARRANTY, OR NEGLIGENCE, INCLUDING BUT NOT LIMITED TO ABLETON'S OWN NEGLIGENCE, EVEN IF ABLETON OR ITS AGENT HAS BEEN ADVISED OF SUCH DAMAGES, OR FOR ANY CLAIM BROUGHT AGAINST PURCHASER BY ANY OTHER PARTY. THIS LIMITED WARRANTY IS THE COMPLETE WARRANTY FOR ABLETON PRODUCTS, AND IS GIVEN IN LIEU OF ALL OTHER EXPRESS WARRANTIES. THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THIS PRODUCT AND STATES PURCHASER'S EXCLUSIVE REMEDY. IF ANY PORTION OF THIS LIMITED WARRANTY IS ILLEGAL OR UNENFORCEABLE BY REASON OF ANY LAW, SUCH PARTIAL ILLEGALITY OR UNENFORCEABILITY SHALL NOT AFFECT THE ENFORCEABILITY OF THE REMAINDER OF THIS LIMITED WARRANTY WHICH PURCHASER ACKNOWLEDGES

IS AND WILL ALWAYS BE CONSTRUED TO BE LIMITED BY ITS TERMS OR AS LIMITED AS THE LAW PERMITS.

This Limited Warranty allocates risk of product failure between purchaser and ABLETON, and ABLETON's product pricing reflects this allocation of risk and the limitations of liability contained in this Limited Warranty. The agents, employees, distributors, and dealers of ABLETON are not authorized to make modifications to this Limited Warranty, or make additional warranties binding on ABLETON. Accordingly, additional statements such as dealer advertising or presentation, whether oral or written, do not constitute warranties by ABLETON and should not be relied upon.

e) How does state law apply to this warranty?

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR PERMIT LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO PURCHASERS IN SUCH JURISDICTIONS.

f) Governing Law/Dispute Resolution:

Unless otherwise required by the law of any state or the Commonwealth of Puerto Rico, this Limited Warranty will be governed by and construed under the laws of the State of New York and of the United States. This Limited Warranty shall not be governed by the United Nations Convention on Contracts for the International Sale of Goods, the application of which is expressly excluded.

This Limited Warranty gives you specific legal rights. You may also have other rights, which vary from one jurisdiction to another.

7.4 Ableton does not provide customers any guarantees in a legal sense, unless this is done expressly in individual cases.

7.5 Consumers in the EU have the following right of withdrawal.