

B-52 Warranty Info

Thank you for choosing a B-52 sound product. B-52 manufactures some of the world's best sounding and most reliable professional speaker systems, amplifiers and components. E.T.I. Sound Systems, Inc., makers of B-52, takes great pride in thoroughly testing each B-52 product prior to shipment.

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PRODIGYFX WARRANTY:

B-52 warrants to the original purchaser that the B-52 ProdigyFX will be free from defects in material and workmanship for a period of (1) ONE YEAR (365 days) from the original purchase date. A dated sales receipt will establish coverage under this warranty. This warranty will automatically terminate (1) ONE YEAR after the original sales date. This warranty is valid only if the product is purchased within the United States of America, including possessions and territories. It is the owner's responsibility to establish date and place of purchase by acceptance evidence at the time service is being sought. This (1) ONE YEAR warranty does not cover service or parts to repair damage caused by accident, disaster, misuse, abuse, wear and tear, subjecting the unit to power in excess of its published rating, damage due to lightning or power surges, if the serial # has been altered or removed, inadequate packing or shipping procedures and service, repair or modifications to the ProdigyFX which has not been authorized or approved by B-52 in writing. This (1) ONE YEAR warranty does not cover cross faders. Parts supplied under warranty may be new or rebuilt at the option of B-52.

This warranty is in lieu of all other expressed warranties. If this product is defective in materials or workmanship as warranted above, your sole remedy shall be repair or replacement. This is not a service contract and this warranty does not include maintenance, cleaning or periodic check-up. B-52 reserves the right to make changes in design and/or improvements to its products without any obligation to include these changes in any products theretofore manufactured.

INCIDENTAL OR CONSEQUENTIAL DAMAGES:

In no event shall B-52 be liable for any incidental or consequential damages arising out of the use or inability to use any B-52 product, even if B-52 or a B-52 dealer has been advised of the possibility of such damages, or any other claim by any other party. Some States do not allow the exclusion or limitation of consequential damages, so the above limitation and exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights that may vary from State to State.

PURCHASING FROM UNAUTHORIZED DEALERS:

If this product was purchased from an unauthorized dealer there are no warranties, express or implied, including the implied warranty of merchantability and the implied warranty of fitness for a particular purpose and this product is sold "as is" and "with all faults".

RETURN PROCEDURES

In the event product repair is needed, follow the procedure outlined below. Contact B-52 (1-800-344-4ETI or 1-323-277-4100) from 8am to 4:30pm Pacific Standard Time, for the location of the authorized service center nearest you. Follow the service center's instructions regarding return of the product. In some instances B-52 may request you return the product directly to B-52 for service or repair. After speaking with a B-52 representative, you will be issued a return authorization number (RAN) which you need to clearly label the returned merchandise with. If you are sending the product by common carrier, package it carefully and send it, transportation prepaid by traceable, insured method to B-52, or Authorized Service Center. Package the product within the provided ATA case.

The ATA case should be placed in a master carton using adequate padding material between the case and master carton to prevent damage in transit. The original packaging is ideal for this purpose. Include your name, address, RAN #, copy of your receipt and telephone number where you can be reached during business hours.

YOU MUST SHIP THE PRODIGY FX WITHIN THE PROVIDED ATA CASE AND WITHIN THE ORIGINAL MASTER PACKAGING OR EQUIVALENT.

FOR YOUR PROTECTION:

Please complete and mail the Purchase Information Card within (10) ten days of the date of purchase so that we may contact you directly in the event a safety notification is issued in accordance with the 1972 Consumer Product Safety Act. In addition, we ask that you complete the brief questionnaire so we may analyze your answers and in this way, help us evaluate our customer needs.

CUSTOMER SERVICE:

Our dedicated staff is ready to help you with any B-52 warranty or product questions you may have. Please call 323-277-4100 (9:00AM to 4:00PM Pacific Standard Time, United States).

B-52 Pro Audio Warranty:

B-52 CABINETS: E.T.I. Sound Systems, Inc. offers a lifetime warranty to the original purchaser that a B-52's cabinet construction will be free from defects in material and workmanship. A dated sales receipt will establish coverage under this warranty. This warranty does not cover service or parts to repair damage caused by neglect, abuse, normal & wear and cosmetic appearance of the cabinetry not directly attributed to defects in material or workmanship, or service, repair, modifications of the cabinet, which has not been authorized or approved by E.T.I. If this product is defective in materials or workmanship as warranted above, your sole remedy shall be repair or replacement as provided above.

LOUDSPEAKER AND MID-RANGE COMPONENTS: E.T.I. Sound Systems, Inc. warrants the original purchaser that B-52 loudspeakers and/or midrange components will be free from defects in material and workmanship for a period of (5) five years from the original purchase date. A dated sales receipt will establish coverage under this warranty. This warranty will automatically terminate (5) years after the original retail sales date. This (5) five-year warranty does not cover service or parts to repair damage caused by accident, disaster, misuse, abuse, burnt voice-coils, over-powering, negligence, inadequate packing or shipping procedures and service, repair or modifications of the component which has not been authorized or approved by E.T.I.. This warranty is in lieu of all other expressed warranties. If this product is defective in materials or workmanship as warranted above, your sole remedy shall be repair or replacement as provided above.

HIGH-FREQUENCY DEVICES: E.T.I. Sound Systems, Inc. offers a (5) five year warranty to the original purchaser that B-52 high frequency (tweeters) devices will be free from defects in material and workmanship. A dated sales receipt will establish coverage under this warranty. This warranty does not warranty neglect or abuse. **NO WARRANTY IS OFFERED ON HIGH-FREQUENCY DEVICES IN B-52 SYSTEMS WITH A BI-AMP SWITCH OPTION.** The (5) five year warranty on high-frequency devices does not cover service or parts to repair damage caused by accident, disaster, misuse, abuse, negligence, inadequate packing or shipping procedures or service, repair or modifications of the product which has not been authorized or approved by E.T.I. This warranty is in lieu of all other expressed warranties. If this product is defective in materials or workmanship as warranted above, your sole remedy shall be repair or replacement as provided above.

GUITAR AMPLIFIERS - SOLID-STATE: E.T.I. Sound Systems, Inc. warrants the original purchaser that B-52 solid-state amplifiers will be free from defects in material and workmanship for a period of (2) TWO years from the original purchase date. A dated sales receipt will establish coverage under this warranty. This warranty will automatically terminate (2) TWO years after the original retail sales date. This (2) TWO-year warranty does not cover service or parts to repair damage caused by accident, disaster, misuse, abuse, over-powering, negligence, inadequate packing or shipping procedures and service, repair or modifications of the amplifier which has not been authorized or approved by E.T.I.. This warranty is in lieu of all other expressed warranties. If this product is defective in materials or workmanship as warranted above, your sole remedy shall be repair or replacement as provided above.

GUITAR AMPLIFIER TUBES: E.T.I. Sound Systems, Inc. warrants the original purchaser that amplifier tubes used in B-52 Stealth Series All-Tube Amplifiers will be free from defects in material and workmanship for a period of 90 DAYS from the original date of purchase. A dated sales receipt will establish coverage under this warranty. This warranty will automatically terminate 90 Days after the original retail sales date. This 90-Day warranty does not cover service or parts to repair damage caused by accident, disaster, misuse, abuse, over-powering, negligence, inadequate packing or shipping procedures and service, repair or modifications of the amplifier which has not been authorized or approved by E.T.I.. This warranty is in lieu of all other expressed warranties. If this product is defective in materials or workmanship as warranted above, your sole remedy shall be repair or replacement as provided above.

RETURN PROCEDURES: In the unlikely event that a defect should occur, follow the procedure outlined below. Defective products must be shipped, together with proof of purchase, freight pre-paid and insured to the Authorized B-52 Dealer from whom you purchased the product or directly to E.T.I. Sound Systems. If a product must be returned to E.T.I. Sound Systems for warranty replacement/repair, a Return Authorization Number must be obtained from our Customer Service Department prior to shipping the product.

NEVER RETURN THE ENTIRE CABINET - JUST THE DEFECTIVE COMPONENT: Identify and remove the defective component. If you are uncertain which component is defective, or need directions for removing a component, please contact our Customer Service Department for assistance. Components which are a part of an original B-52 speaker box must be sent directly to E.T.I. Products must be shipped in the original packaging or its equivalent; in any case, the risk of loss or damage in transit is to be borne by the purchaser. The Return Authorization Number must appear in large print directly below the shipping address. Always include a brief description of the defect, along with your correct return address and telephone number. When calling to inquire about a returned product, always refer to the Return Authorization Number. If E.T.I. determines that the unit was defective in materials or workmanship at any time during the warranty period, E.T.I. has the option of repairing or replacing the product at no additional charge, except as set forth below. All replaced parts become a property of E.T.I. Products replaced or repaired under this warranty will be returned via ground-shipping-within the United States-freight prepaid. E.T.I. is not responsible for costs associated with expedited shipping, either to E.T.I. or the return of the product to the customer.

INCIDENTAL OR CONSEQUENTIAL DAMAGE: In no event will E.T.I. be liable for any incidental or consequential damages arising out of the use or inability to use of any B-52 product, even if E.T.I. or a B-52 dealer has been advised of the possibility of such damages, or any other claim by any other party. Some states do not allow the exclusion or limitation of consequential damages, so the above limitation and exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state.

FOR YOUR PROTECTION: Please complete and mail the Purchase Information Card within (10) ten days of the date of purchase so that we may contact you directly in the event a safety notification issued in accordance with the 1972 Consumer Product Safety Act. In addition, we ask that you complete the brief questionnaire so we may analyze your answers and in this way, help us evaluate our customer needs.

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