

Limited Warranty

The Audio-Performance 10-year Limited Warranty

The Limited Warranty on Audio-Performance loudspeaker products (except for enclosures) remains in effect for ten years (10 years) from the date of the first customer purchase. Audio-Performance Amplifiers, Controllers and other products(except enclosures) are warranted for three years from the date of original purchase. Enclosures are warranted for two years from date of original purchase.

Shipment and warranty costs. Audio-Performance will pay all labor and material expenses for all repairs covered by the warranty. The customer is responsible for transporting the product for repair or arranging for its transportation and for payment of any initial shipping charges, including shipment insurance. Audio-Performance will pay the return shipping charges if repairs are covered by the warranty.

Scope of warranty. Audio-Performance products are guaranteed against malfunctions due to defects in material or workmanship for the period as specified in the first paragraph. This limited warranty does not apply to burned voice coils or malfunctions such as cone or coil damage resulting from improperly designed external casing. The following are not covered: damage caused by accident, misuse, abuse, product modification or neglect; damage occurring during shipment; damage resulting from failure to follow instructions contained in the instruction manual; damage resulting from fire, water, lightning or natural disasters ; damage resulting from using different controllers or amplifiers other than those provided by Audio-Performance; damage resulting from inadequate electrical power supply or from power supply interruptions or erratic variations; damage resulting from inadequate cleaning operations; damage resulting from the execution of repairs by someone not authorized by Audio-Performance.

Warranty validity check. The Audio-Performance Warranty protects the original owner and all subsequent owners so long as:

a)The Audio-Performance product was purchased in Switzerland or in the European Union. This Warranty does not apply to Audio-Performance products purchased elsewhere. Other purchasers should contact the local Audio-Performance distributor for warranty information.

b)The original dated bill of sale or proof of purchase is presented whenever warranty service is required. In lieu of the original bill of sale, Audio-Performance will accept a duplicate bill of sale issued by the selling dealer or a clear photocopy of the original bill of sale.

Warranty service initial process. If an Audio-Performance product needs service, it must be taken to one of Audio-Performance service agencies throughout the European Union or Switzerland with Audio-Performance authorized technicians on staff. The following information must be included with the product when making a warranty claim:

- Product model and serial number
- Contact name
- Telephone and fax number
- Email address
- Copy of the bill of sale or proof of purchase
- Detailed information as to the product failure
- Return shipping address

Warranty service final process.The failure mode and cause of failure is determined by an Audio-Performance Senior Technician. All failures covered under the warranty are repaired and the product is returned without any charge to the customer. Audio-Performance pays for return shipping charges on failures covered under the warranty. All failures not covered under the warranty will be charged for the repairs and shipping. Audio-Performance Repair Service will fax or mail a Audio-Performance Professional Estimate of Repairs and will not proceed with the repairs until customer's reply is secured. Payment terms for repairs are payment in advance via bank transfer, money order, Visa or MasterCard.

Warranty transfer. The Audio-Performance Warranty is transferable so long as the original dated bill of sale is presented whenever warranty service is required. Where the product to be repaired is no longer the property of the original owner and the original or a copy of the bill of sale cannot be provided, Audio-Performance will accept a notarized statement by the original purchaser stating the name of the selling dealer, date of original purchase, invoice, model and serial number of the product including the date of transfer from the original purchaser to the subsequent owner of the product. The subsequent owner(s) of the product will pick up the balance of the warranty period based on the original dated bill of sale.

Warranty on repairs and replacement parts. Products serviced by an authorized Audio-Performance Professional Service Agency are warranted against defects in workmanship and materials for a period of 90 days, or the remainder of the original warranty period, whichever is greater. The Service Agency must use Audio-Performance factory parts for this warranty to be in effect.

Automatic warranty cancellation. The following events done by an customer or a non-authorized distributor would automatically void the Audio-Performance warranty: opening of drivers, using a different passive crossover inside an Audio-Performance cabinet, using non-Audio-Performance controllers or amplifiers, and using different drivers other than those serviced by Audio-Performance.

International users. For customers outside Switzerland and the European Union, the authorized Audio-Performance Service distributor in the customer country handles all warranty issues. In case of doubt, a written request for such information must be sent to Audio-Performance and a written answer received by the customer before claiming for warranty service.

Other legal warranty rights and limitations. These terms of warranty apply only to Audio-Performance products bought or ordered after March 1st, 2008. These terms of warranty do not apply to demo equipment, nor to second-hand Audio-Performance products. Audio-Performance will not be liable for any incidental or consequential damages including, without limitation, injury to persons or properties, or loss of usage. Depending on the customer resident country, other rights or limitations may apply. This Limited warranty contract is governed by Swiss laws. Jurisdiction is placed in the canton de Vaud, Switzerland.

Performance-Audio
Route de Cossonay 36 C
1040 Echallens - Switzerland

AUDIO 
PERFORMANCE

SIMPLY THE BEST PRO SOUND SYSTEMS®