

## Audient Ltd 3-year Limited Warranty Terms and Conditions

Please read through this Limited Hardware Warranty before using Audient hardware.

Audient products are designed and built to the highest standards, using premium components designed to deliver years of reliable performance.

In the event of a manufacturing defect becoming apparent during the 3 year warranty period, Audient will ensure the product is repaired free of charge.

Audient are not liable for direct or consequential loss or damage resulting from the goods and/or their use.

### **What do I need to do to access the warranty that comes with my product?**

It's always good practice to register your product with Audient as part of your initial product installation.

- you can register your product at <https://arc.audient.com>
- should you experience any issues, please double check all cable connections and/or host computer / DAW set up as we find many issues are often resolved by this check.

Should you still need help, then please contact our Post-Sales Support team at [support@audient.com](mailto:support@audient.com) , who will offer free online support and or the dealer you initially bought the product from who will be able to secure local support from our global Distribution network.

### **Who will ensure your authorised warranty claim is processed in a timely manner?**

This Limited warranty is provided by and backed by Audient but as we are a global business any warranty activity needed will be delivered through our Distributor in your local market where the product was purchased from.

After confirming the apparent fault with the dealer you purchased your Audient product from, they will arrange for the return to your local Distributor should your product need warranty repair.

The Limited Warranty is offered on a 'return to base' basis, meaning the unit must be returned, carriage paid to the dealer you purchased the unit from.

Shipping costs for the repaired return to you will be covered by the local market Dealer, Distributor and/or service agent.

### **How long is the Limited Warranty period for?**

The Limited Warranty for any product purchased on or after February 01 2021 is for a period of 3 years from the original purchase.

Additionally, the 3-year Limited Warranty is retrospectively offered on any product purchased after February 01 2018.

Without exception you will need to provide a copy of your original dated invoice or store receipt identifying the product serial number as part of the consideration of the grant of warranty.

In the event that you are unable to provide proof of purchase, you should request a copy of your receipt from the reseller from whom you purchased the product.

### **Without proof of purchase we can't offer the 3-year Limited warranty**

If you purchase an Audient product outside your normal country of residence, our local Distribution partner in your normal country of residence will not be able to honour this warranty, though you may request an out-of-warranty chargeable repair or you can return the product at your cost, to your original dealer to commence the Limited warranty repair process.

### **Who does this Limited Warranty cover?**

This Limited Warranty is offered solely to products purchased from an Authorised Audient Reseller and is not transferable to a second owner.

- should you buy from any of the online pre-owned sites (eBay | Reverb etc) or are not the first owner, then warranty will not be offered.
- in this instance, chargeable service support will be available should it be required.

### **What does this Limited warranty not cover?**

The 3-year Limited Warranty does not cover defects arising from improper use of the product, normal wear and tear or is used with an unapproved device.

The Limited Warranty is void should the serial number label have been removed, tampered with or been electronically, digitally (software) or mechanically modified in any way.

Should your product need attention outside of the 3-year Limited Warranty period, then our Distribution partners will offer a payable service option for as long as is practicable.

This Limited Warranty is in addition to your statutory rights in the country of purchase.