

**DYNAUDIO**

# **Guidelines for Dynaudio Warranty Policy**

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## Introduction

Dynaudio manufactures premium class loudspeakers for the highest quality music reproduction. The materials used, the manufacturing process and the final assembly are focused on achieving the highest level of quality without any compromises. Warranty support, spare parts availability and customer service are of equal importance to Dynaudio as the product quality itself.

## Standard Warranty

In general, Dynaudio warrants its speakers against defects in materials, technical components or workmanship in accordance with the current National Legal Warranty standard in the given country, from the original date of purchase by the customer from an authorised Dynaudio dealer.

Dynaudio warrants its Custom Install loudspeakers with a limited lifetime warranty.

The warranty period for Demo models shall be calculated from the date of purchase from the dealer and the period is 2 years.

## Extended Warranty

By introducing the Extended Warranty our customers will benefit from the constantly optimised quality control process. All speakers are produced under extremely well-organized conditions by highly skilled specialists.

An Extended Warranty is granted only if registering the product on [www.dynaudio.com/support](http://www.dynaudio.com/support) within 90 days from the date of purchase, and it will apply to:

### HOME AUDIO

Passive Components

- Defective components (i.e. tweeter, mid-woofer, midrange, woofer, subwoofer, crossover) will carry eight (8) years' warranty from the date of purchase by the original owner.

Active Components

- Defective active electronic parts (i.e. amplifier board, mainboard, IR eyes) will carry a three (3) year warranty from the date of purchase by the original owner;
- Dynaudio special models may be offered with a longer manufacturer's warranty period: Dynaudio Focus 10/30/50 models will carry a five (5) year warranty from the date of purchase by the original owner.

### PRO AUDIO

- Defective speaker drivers will carry five (5) years' warranty and no-driver components will carry three (3) years' warranty from the date of purchase by the original owner.

The Extended Warranty is not valid for demo products (labeled with demonstration/demo samples).

## Warranty Limitations

The Warranty, including the Extended Warranty, is transferrable from the original owner as long as a copy of the original purchase invoice and copy of the registration certificate is provided to support and validate any warranty claim.

The Warranty does not cover mechanical or accidental damage, loss, electrical overload, abuse, negligence, unauthorised tampering, modification or misuse. Products without valid Dynaudio serial numbers shall not be covered by any warranty (i.e. stands, wall mounts, adapter plates and such).

Warranty is only available for products that are sold by authorised dealers. The Warranty for any product sold by parties not authorised by Dynaudio may be voided or limited to the legal minimum warranty period of the territory. Warranty is always linked to the country of purchase and is therefore only valid in the country of original distribution and purchase.

In general, defects under warranty shall be addressed by repair. The repair may be carried out either by the dealer or the national distributor.

Dynaudio may decide to exchange the defective speaker with a comparable product if repair is not possible or economically feasible.

Dynaudio may also decide to refund the purchase price of the product.

Any repair and replacement response time may vary from country to country and is, among other things, subject to availability of parts and transport.

Warranty is void if the label bearing the serial number has been removed or defaced.

Warranty is void if the damage is caused by lightning, water, fire heat, war, public disturbances or any other cause beyond the reasonable control of Dynaudio A/S and its appointed distributors.

Local taxes or additional charges may apply in some countries during the Extended Warranty term; check with your local Dynaudio distributor.

## Warranty Responsibility

Any warranty claim has to be communicated to and initiated by an authorised Dynaudio dealer. Both distributor and dealer are requested to handle the warranty with respect to the warranty guidelines outlined by Dynaudio. In the most instances, the dealer will address the issue or make the arrangement for the repair through the Dynaudio distributor in the territory.

## General conditions

In all instances, Dynaudio's liability shall not exceed the actual purchase price paid for product.

The Warranty stated herein is the sole and exclusive remedy, and Dynaudio's performance shall constitute full and final satisfaction of all obligations, liabilities, and claims concerning the product.

In any event, Dynaudio shall not be liable for special, incidental, consequential, indirect damages, economic, property, bodily injury, and/or personal injury damages arising from the product, any breach of this Warranty or otherwise.

The terms and conditions of this Warranty are subject to change without notice at our sole discretion.

The provisions of this Warranty are instead of any other written warranty, whether express or implied, written, or oral, including any warranty of merchantability or fitness for a particular purpose

Questions regarding the content of this document are handled by the Dynaudio Group Aftersales Management.

## **Legal Rights**

This Warranty gives a consumer specific legal rights, which may vary upon the location of the consumer's residence or place of purchase. The limitations and conditions of this Warranty are void where prohibited.