

Sonus faber

ARTISAN OF SOUND

SONUS FABER WARRANTY POLICY

STANDARD WARRANTY

All Sonus faber new products are covered by a Standard Warranty of two (2) years from the date of purchase by the original owner. Thus, please keep safe any purchase document/receipt, as this validates your Warranty.

Demonstration products will carry full manufacturer's Warranty from the date of original purchase from an authorized dealer and within one (1) year of product discontinuation.

EXTENDED WARRANTY

Extended Warranty terms are not available for products purchased in Japan, Russia, Belarus and Kazakhstan.

An Extended Warranty is granted only if registering the product on www.sonusfaber.com/en/register-product within 30 days from purchase, and it will apply to:

- **Passive loudspeakers** - defective components (i.e. tweeter, mid-woofer, midrange, woofer, subwoofer, crossover network) will carry eight (8) years Warranty from the date of purchase by the original owner.
- **Subwoofers and powered products** - defective electronic boards and drivers will carry a three (3) years Warranty from the date of purchase by the original owner.
- **Custom Installation** - Custom Installation products will carry a lifetime warranty, excluding accessories (e.g. front grilles), from the original owner's purchase date. Any decision made by Sonus faber regarding any Lifetime Warranty claim is full and final.

Sonus faber Extended Warranty only applies when the product is purchased from an authorized Sonus faber retailer worldwide. This can be verified at <https://www.sonusfaber.com/en/distributors-stores/>.

The Extended Warranty is non-transferable and does not apply to private sales of products (e.g. second-hand sale).

WHAT IS COVERED

Both Standard and Extended Warranty covers all Sonus faber products from the material, technical, and manufacturing defects and/or inconsistencies.

Please note that any Cosmetic Issues shall be notified to the retailer where the product has been bought within 30 days from purchase.

Sonus faber will, at its discretion and expense, either repair the defect using new or refurbished parts or replace the product with a new or re-manufactured product of a reasonable equivalent.

WHAT IS NOT COVERED

Warranty does not cover the deterioration of components which are naturally subject to wear or exhaustion with use.



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In any case, Warranty does not cover any defect caused by improper or unreasonable use or maintenance, accident, disaster, negligence, improper packing, or unauthorized tampering, alteration, or modification as determined solely by us. Warranty is void if the label bearing the serial number has been removed or defaced.

Warranty does not include damage to any allied or associated equipment which may result for any reason from use with our Products and does not include labour or parts caused by improper installation, misuse (e.g. overdriving the amplifier or speaker, excessive heat or cold or humidity), or from service and repair which has not been authorized by Sonus faber.

Also, any shipping or transportation charges from a consumer to a dealer or a distributor are not covered under Warranty. Shipping damages are not covered under Warranty either, so we highly recommend retaining the original box and all original packaging to ensure safe transit should any issue arise. Local taxes or service charges may apply in some countries during the extended warranty term. Check with your local Sonus faber distributor.

WHOM TO CONTACT

All warranty claims must be initiated with the original retailer from which the product was purchased. Any defect or malfunction shall be promptly reported upon discovery. In most instances, the dealer will address the issue or make arrangements for repair through the Sonus faber distributor in the Territory.

GENERAL CONDITIONS

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

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

In any event, Sonus faber 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.

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.

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