



## Earthquake Europe

### 2 Year Limited Warranty Guidelines

Earthquake warrants the original purchaser that all Factory Sealed New Audio Products to be free from defects in material and workmanship under normal and proper use for a period of 2 years from the date of purchase (as shown on the original sales receipt with serial number affixed/written on it).

(A) 2 years limited warranty plan coverage guidelines:

- Earthquake pays for labor and parts. Shipping to us is not covered

(B) Warning:

- Products (sent in for repair) that are tested by Earthquake technicians and deemed to have no problem will not be covered by the limited warranty. Customer will be charged a minimum of one (1) hour of labor (at ongoing rate) plus shipping charges back to customer.
- Each product sent in for repair must be packaged in its original packaging. Otherwise, repackaging charges will apply in addition to the labor, parts and shipping charges.

(C) Earthquake will repair or replace at our option all defective products/parts subject to the following provisions:

- Defective products/parts have not been altered or repaired by anyone other than an Earthquake factory approved technician.
- Products/parts are not subjected to negligence, misuse, accident or damage by improper line voltage.
- Products/parts were used with incompatible products.
- The serial number or any part of the product has been altered, defaced or removed.
- Products/parts have been used in any way that is contrary to Earthquake's written instructions.

(D) Warranty Limitations:

Warranty does not cover products that have been modified or abused, including but not limited to the following:

- Damages to speaker cabinet and cabinet finish due to misuse, abuse or improper use of cleaning materials/methods.
- Bent speaker frame, broken speaker connectors, hole(s) in speaker cone, hole(s) in surround &/ dust cap, and burnt speaker voice coil.

- Fading and/or deterioration of speaker components & finish due to improper exposure to elements.
- Bent amplifier casing, damaged finish on the casing due to abuse, misuse or improper use of cleaning material.
- Burnt tracers on PCB.
- Product/part damaged due to poor packaging or abusive shipping conditions.
- Subsequent damage to other products.

A warranty claim will not be valid without a copy of the sales receipt.

(E) Service Request:

To receive product service, contact Earthquake Service Department and request an RMA number (Return Material Authorization). Items shipped without a valid RMA number will be refused. Make sure you provide us with your complete/correct shipping address, a valid phone number, and a brief description of the problem you are experiencing with the product. In most cases, our technicians might be able to resolve the problem over the phone, thus eliminating the need to ship the product.

(F) Shipping Instructions:

Product(s) must be packaged in its original protective box(es) to minimize transport damage and prevent repackaging cost (at the ongoing rates). Shipper claims regarding items damaged in transit must be presented to carrier. Earthquake Sound Corporation reserves the right to refuse improperly packed product. Original bill of sale must accompany product returned to service. We encourage you to include with the package a written description of the problem.

You are responsible for the cost of shipping the product to Earthquake Sound Corporation.

(G) Disputes Resolution:

All disputes between clients and Earthquake Sound Corporation resulting from the 2 year limited warranty policy must be resolved according to the laws & registration of the sovereign country of Denmark