

# IK Multimedia Limited Warranty

Thank you for investing on an IK Multimedia product. Please read the terms of this warranty carefully. If you have any questions, please call our numbers below.

## Terms and Conditions

IK Multimedia warrants to the first purchaser from an authorized dealer/reseller that this product will be free from defects in materials and/or workmanship and that will function in accordance with the product specifications for a period of one (1) year from the date of purchase. You must register your IK product within fifteen (15) days of purchase.

## Warranty Period

One Year Warranty PARTS, ninety (90) days Warranty LABOR.

During the 90 days period from the date of purchase, IK Multimedia will repair or replace this product at its sole discretion at no charge to you for PARTS or for LABOR. After the initial 90 days period, IK Multimedia will repair or replace the PARTS at no charge to you, but we will charge you for LABOR, (fees to be determined according to the problem's characteristics).

This warranty does not apply to damage to this product that occurred as a result of abuse or misuse, abnormal service or handling, accidental damage or exposure to extremes in temperature or relative humidity, improper installation, damage which may have been caused either directly or indirectly by another product, improper care, or if the product has been altered or modified in any way, or if the damage was caused by repairs or service provided by an unauthorized center.

To exercise your rights under this warranty, you should contact the numbers below to obtain a Return Authorization (RA) number. After you have obtained a RA, complete the Product Return Form and ship this product in the original (or in an appropriate) packaging at your expense (insurance is recommended), together with proof of purchase (copy), to one of the addresses below. Please read the Service Policy section of this document carefully.

THIS WARRANTY IS IN LIEU OF ALL WARRANTIES, WHETHER ORAL OR WRITTEN, EXPRESS, IMPLIED OR STATUTORY. IK MULTIMEDIA MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. PURCHASER'S SOLE AND EXCLUSIVE REMEDY UNDER THIS WARRANTY SHALL BE REPAIR OR REPLACEMENT, OR A REFUND OF THE PURCHASE PRICE PAID, AS SPECIFIED HEREIN. IN NO EVENT WILL IK MULTIMEDIA BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY DEFECT IN THE PRODUCT, INCLUDING LOST PROFITS, DAMAGE TO PROPERTY AND, TO THE EXTENT PERMITTED BY LAW, DAMAGE FOR PERSONAL INJURY, EVEN IF IK MULTIMEDIA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Some states/countries do not allow the exclusion of implied warranties or limitations on the duration of an implied warranty, so the above limitations may not apply to you. This warranty gives you specific legal rights. You may have other rights, which vary from state to state, country to country.

## Service Policy

To obtain warranty service, you must:

- 1) Be the original purchaser who bought from an authorized dealer/reseller and register your IK product within fifteen (15) days of purchase.
- 2) Call the numbers below during the warranty period to obtain a Return Authorization number and shipping instructions.
- 3) Ship the product as instructed to one of the addresses below (Do NOT send the product to your dealer), including the Product Return Form (available for download at [www.ikmultimedia.com/warranty](http://www.ikmultimedia.com/warranty)) and a copy of your proof of purchase.

**Europe**  
IK Multimedia Production srl  
Via dell'Industria, 46  
41122 Modena  
ITALY  
Phone: +39 059 285496  
Fax: +39 059 2861671

**US, Canada, Central and South America**  
IK Multimedia US, LLC  
590 Sawgrass Corporate Pkwy.  
Sunrise, FL 33325  
Phone: (954) 846-9101  
Fax: (954) 846-9077

**Other Countries**  
Contact your Local Distributors at:  
[www.ikmultimedia.com/dealers](http://www.ikmultimedia.com/dealers)  
OR  
Contact either the Europe or US office to find out where to send the product.

- 4) IK Multimedia must be able to duplicate the related defect or problem at its facilities.

**IK Multimedia. Musicians First.**



# General Service Terms

## General notes

By purchasing this product, you accept our general terms of service.

## Evidence of Warranty

A copy of the proof of purchase (sales receipt or invoice) must be provided as evidence of the validity of the warranty. All repairs will be invoiced if this is not observed.

## Product Return Form

Any products shipped to IK Multimedia without a Return Authorization number will be refused and returned at your expense.

## Description of the fault

If the Product Return Form is not fully and clearly completed, e.g., not accompanied with a description of the fault ("defective" or "repair required" will not be considered to be sufficient description), cannot be processed, and will be returned at your expense.

## Unjustified complaints

In the event of unjustified complaints, (no fault can be determined, apparent user error), we will return the product subject to a service charge.

## Packaging

Ship the product in its original packaging. If it is not possible, please use sufficiently sturdy and well-padded packaging material. Due to the delicate nature of electronic components, it is suggested to restrict the movement of the product as much as possible. The use of inadequate packaging material and resulting shipping damage may void the warranty.

Note: Ensure the package has the complete address you are sending it to and adequate postage. If possible, use a traceable shipping service to confirm delivery of the product.

## Third-Party products

Please avoid sending any products not manufactured by IK Multimedia.

IK Multimedia is not responsible for any third-party products. Any third-party products will be returned at the customer's expense.

## Shipping costs

The cost for shipping and insurance of the product to be repaired by IK Multimedia shall be borne by the sender. In the event of a warranty service the cost for returning the product will be borne by IK Multimedia.

## Closing provisions

IK Multimedia reserves the right to modify or supplement these general terms of service at any time.

