

# IK Multimedia Limited Warranty

This limited warranty applies only to the original purchaser of the IK Multimedia product from IK Multimedia or its authorized resellers.

IK Multimedia warrants this product when purchased from an authorized IK Multimedia Dealer to be free from defects and to function in accordance with the specifications provided with the product for a period of ninety (90) days from the date of purchase, provided that the product is registered with IK Multimedia within thirty (30) days of the date of purchase. During the warranty period, IK Multimedia's sole responsibility shall be to repair or replace the product, or at IK Multimedia's sole discretion, to refund the purchase price to you.

To obtain warranty service, the purchaser must first call or e-mail at the phone number or e-mail address listed below to receive a Return Authorization (RA) number and instructions of where to return the product for service. All authorized returns must be clearly marked with the issued RA number and be accompanied by a copy (not original) of the bill of sale, and the product return form, which includes a detailed description of the problem. This warranty does not cover claims for damage due to normal wear, accidental damage, improper installation, use of the product which is not in accordance with the product specifications or instructions, misuse, abuse, improper care, unauthorized repair or alteration, and is limited to material defects in the product.

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

In the event of a defect or repair, PLEASE RETURN THIS PRODUCT TO THE PROPER IK MULTIMEDIA ADDRESS (please check: Send the product here). DO NOT SEND THE PRODUCT TO YOUR DEALER.

PLEASE READ THIS CAREFULLY BEFORE RETURNING THE PRODUCT:

If you are experiencing a problem, the first step should be to contact IK technical support at [www.ikmultimedia.com/support](http://www.ikmultimedia.com/support). Many problems can be resolved by our experienced support staff, thus saving time and postage and keeping you to your music.

Prior to sending the product back to IK Multimedia for repair or replacement you must obtain a Return Authorization (RA number). The RA number will assist us in better identifying your shipment when it arrives and will help expedite the process.

To receive an RA number, please contact our technical support at [www.ikmultimedia.com/support](http://www.ikmultimedia.com/support) or call to the proper IK Multimedia phone number (please check: Send the product here).

When sending product to IK Multimedia for service, repair, or replacement it must be accompanied with the Product Return Form. Please complete this form fully and clearly. A precise detailed description of the fault will help us to deal with the problem as quickly as possible. Returned products not accompanied with a description of the fault cannot be processed and will be returned at your expense. A product return form can be downloaded at [www.ikmultimedia.com/warranty](http://www.ikmultimedia.com/warranty)

A copy (not the original) of the Sales Receipt or Invoice must also be enclosed. If it is not included, we will assume that the warranty period has elapsed and will invoice you for the repair.

When shipping the product, it is important that you 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.

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.

### Send the product here:

**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.

**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 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.

## Description of the fault

Returned products which are not accompanied with an adequate description of the problem ("defective" or "repair required" will not be considered to be sufficient description) will be returned subjective to a service charge, as this complicates the repair process unnecessarily.

## 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

It is important to package the product properly and securely.

The use of inadequate packaging material and resulting shipping damage may void the warranty.

## 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.

