



## Warranty Terms and Conditions

**September 2014**

This supersedes all previous versions

### **Warranty**

ProPower Audio Video Power Supplies Corp, hereinafter called ProPower, warrants the product to be free of manufacturing defects in material and function, subject to the following conditions, for a period of 2 years from the date of purchase by the original purchaser. ProPower has the right to reserve the warranty terms and conditions. This 2-year warranty must be activated by registering your product. To register, go online <http://www.ppowerus.com/audio/customer-care/warranty/>.

### **Conditions**

This Warranty is subject to the following conditions and limitations: the Warranty is invalid if the product has been abused, misused, or damaged by accident, neglect or in transit. The fault or defect should be repaired or tampered by the authorized ProPower dealer/distributor under the instruction of ProPower's technician, or directly by ProPower.

- a. When returning the product, it must be packaged and returned to ProPower or an authorized dealer/distributor by the customer at his or her sole expense in the original packing material. ProPower will pay return freight of its choice for original purchasers.
- b. Return Merchandise Authorization Number (RMA Number) is required before any product is returned to our factory for any reason. There should be RMA Number visible on the shipping carton for ProPower to accept the return. Units shipped to us without a visible RMA Number on the exterior of the shipping carton will not be accepted and will be returned to sender, freight collect.
- c. Returned product must be accompanied with a written description of the defect, including the RMA Number. ProPower reserves the right to modify the design of any product without obligation to purchasers of previously manufactured products and to change the prices or specifications.

## **Remedy**

In the event the product fails to meet this warranty and the above conditions have been met, the purchaser's sole remedy under this Limited Warranty shall be to return the product to ProPower or an authorized ProPower dealer/distributor.

This Warranty is for the benefit of the original purchaser, if the product has been purchased through an authorized PurePower dealer, distributor or agent. Any unit without the valid serial number and purchase proof from the authorized dealer/distributor will not be subject to this warranty.

## **Warranty Transfer**

This warranty does not cover damage due to improper operation or maintenance, connection to improper voltage supply, or attempted repair by anyone other than an authorized ProPower dealer/distributor or technicians. This warranty is invalid if the factory-applied serial number has been altered or removed from the product.

Warranty service should normally be obtained from the importing retailer or distributor from whom you purchased your product. In the unlikely event of service required beyond the capability of the importer, ProPower will fulfill the conditions of the warranty. Such product must be returned at the owner's expense to the ProPower factory, together with a photocopy of the bill of sale for that product, a detailed description of the problem, and any information necessary for return shipment.

For the dealer/distributor location nearest you, or for service assistance or resolution of a service problem, or for product information or operation, call or email ProPower.

## **Contact**

Inquiries regarding the above Limited Warranty may be sent to the following address:

ProPower Audio Video Power Supplies Corp.

4F, No.248, Sec.3, Pei-Shan Rd, Shen-Keng Dist. New Taipei City, Taiwan

ATTN: Customer Service

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