



# Standard Warranty Policy

## Policy scope

AUDAC warrants that its products, when delivered in new condition, in original packaging, sold directly or through an AUDAC authorized dealer and used in normal conditions, is free from any defects in manufacturing, materials and workmanship. The warranty shall apply only to the extent that the products or any parts thereof have been installed and serviced by skilled personnel. The warranty shall only apply if the mandatory preventive maintenance as described in the technical documentation have been executed. Warranty period starts on the date of the invoice. The warranty period will be 5 years (Starting from 1 January 2024) with regard to manufacturing, construction and material defects on electronics while AUDAC grants a 5 year warranty on passive loudspeakers. This Standard Warranty policy applies to AUDAC-branded products offered on AUDAC, and or authorized partner, websites. As new faulty products are offered, AUDAC or local authorized dealer reserves the right to determine whether or not this policy applies. This standard warranty policy does not apply to any items added to the unit, peripheral's, 3rd party products that do not bear the AUDAC brand name, have had 3rd party components installed or have incurred customer induced damage. Please contact the 3rd party manufacturer directly for any product issues rating to non-AUDAC product(s). Warranty decisions are at the sole discretion of AUDAC and shall be final. This policy is subject to change with 30 days' notice.

## Definition

If an AUDAC product shows symptoms of a failure after a period of normal functionality, then it may be deemed on warranty. If an AUDAC product shows symptoms of a hardware failure, preventing basic operation upon its first use out of the box, then it may be deemed DOA (Dead on Arrival). All of the items that are determined as DOA must be send back in the original packaging with all of the extra accessories / components inside. All other products offered as a guarantee must be supplied with proper packaging to AUDAC or your local authorized dealer.

## Reporting

If the product is believed to be under standard warranty, please make sure that you make contact with the support department via the carry-in-procedure (RMA), within 5 business days of the determination of the failure. If the product is beyond repair, AUDAC or local authorized dealer will replace the product with a new product. This replacement is only limited to the originally shipped product.

This replacement will be send with the first following outstanding order. If this is not possible the product will be send separately and without any cost. In case there is a request to send the item with Express, the Express cost will be invoiced. If products are deemed as DOA and must be replaced sooner than 5 business days, AUDAC or an authorized dealer will invoice the item that will be delivered, then after receiving the item back and it has been determined as DOA by AUDAC or local authorized dealer, the invoice will be credited. If the product has been sold, to the end user, more than 18 months after purchasing the AUDAC product can NOT be deemed as DOA anymore.

## Other Terms and conditions

Products with serial numbers which have been changed, removed or cannot be read are not accepted under warranty. Also products that do not include any proof of purchase or copy of invoice to end user are not accepted under warranty. The warranty is only applied on presentation of the order form or the invoice. AUDAC or authorized AUDAC partner accepts the warranty obligations for equipment and components delivered by him in their respectively sales territory, as determined by the manufacturers. The warranty never includes transport errors. The warranty obligation expires if the Client himself makes changes or repairs to the goods, if he lets changes or repairs be made, if he uses the goods for other than normal purposes or if he treats the goods injudiciously. AUDAC or local authorized partner/ distributor reserves the right to test and / or reset the returned products to default settings.

Note 1: If the condition of the product is misrepresented, AUDAC or your local authorized dealer may impose a handling fee and the product will be returned to you at your expense.

Note 2: AUDAC or authorized dealers are under no obligation to perform warranty service on products purchased in other regions.

Note 3: In case your local authorized dealer is not known, please contact [sales.export@pvs.global](mailto:sales.export@pvs.global)

Note 4: AUDAC or authorized dealers are under no obligation to perform warranty service when local warranty regulations differ from this statement.



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