



LIMITED WARRANTY CONDITIONS

Thank you for purchasing a Euphonix Control Surface. Euphonix consoles and controllers have delivered uncompromised design for over twenty years, and we trust this product will fulfill all of your needs and expectations.

Please take a moment to register your Euphonix product at www.euphonix.com. Registering your Euphonix product ensures that you have access to Euphonix Technical Support, software downloads from the Euphonix website, and that you will receive automatic email notifications regarding product updates. Failure to register does not void the one year warranty.

Should you encounter a problem with your Euphonix product, please follow the Limited Warranty Conditions below.

Limited Warranty Conditions

Applicable Products: Euphonix Artist Series Products

A. Euphonix Inc. (hereinafter referred to as "Euphonix") warrants all materials, workmanship and proper operation of this product for a period of one (1) year from the original date of purchase from an authorised dealer. If any defects are found in the materials or workmanship, or if the product fails to function properly during the applicable warranty period, Euphonix will repair or replace the product at its option unless repairs, replacements, adjustments or any other work are necessary as a result of:

- wilful or accidental damage, misuse or neglect;
- unauthorised additions or alterations;
- any unforeseeable circumstances which are not due to our fault or negligence;
- any attempted repair made by you without our approval; or
- any failure to follow our instructions.

B. This warranty is extended to the original purchaser and to anyone who may subsequently purchase this product within the applicable warranty period. However, a copy of the receipt from the original sale is required to obtain warranty repairs.

C. Service and repairs of Euphonix products are to be performed only at authorised Euphonix service centers (see Section D, below). Unauthorised service, repairs, or modifications will void this warranty.

D. To obtain factory-authorised service you should:

1. Go to www.euphonix.com in order to find the customer service number for your region.
2. Call the number to obtain a Service Request Number and the contact information for the authorised service center closest to you.

Products returned without a Service Request Number will be refused.

3. Pack the product in its original shipping carton or in other protective packaging. Make sure that the Service Request Number is plainly written on the outside of the packaging. You should also include a note with a description of the problem, a copy of the original sales receipt with the price and date showing, and your name and return address.

4. Ship the product, freight prepaid, to the authorised service center. Euphonix accepts no liability for products lost or misplaced in shipment.

E. Euphonix reserves the right to inspect any product that may be the subject of any warranty claims before repair or replacement is carried out. Final determination of warranty coverage lies solely with Euphonix.

F. Any products returned to an authorised service center and deemed eligible for repair or replacement under the terms of this warranty will be repaired or replaced within thirty (30) days of receipt. Euphonix and its authorised service centers may use refurbished parts for repair or replacement of any product. Products repaired under warranty will be returned freight prepaid.

G. In the event that Euphonix determines that the product requires repair or replacement because of the reasons set out in Section A, it will assess a fair repair or replacement fee (which shall include costs for labour, materials, return freight and insurance, if applicable). You will have the option to pay this fee and have the unit repaired and returned, or not pay this fee and have the unit returned without repair.

H. Euphonix warrants all repairs performed for the shorter of ninety (90) days or the remainder of the warranty period.

I. Upon expiration of the applicable warranty period, Euphonix shall have no further warranty obligation of any kind. Euphonix does not authorise any third party, including any dealer or sales representative, to assume any liability on behalf of Euphonix, or to make any warranty for Euphonix. Euphonix shall not be liable for any incidental, special, or consequential damages that may result from any defect in the Euphonix product or any warranty claim.

J. If any provision of this warranty is found void, invalid or unenforceable, it shall not affect the validity of the remainder of the warranty, which shall remain valid and enforceable according to its terms.

K. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION, DEPENDING ON THE APPLICABLE LAW, WHICH MAY SUPERSEDE PROVISIONS IN THIS WARRANTY.