

January 2016

## Addendum on warranty terms and conditions

Allen & Heath provide a **One Year Manufacturer's Warranty** on all products sold. The conditions of the warranty are included in all user guides provided with the product and available at [www.allen-heath.com/legal](http://www.allen-heath.com/legal).

The warranty is provided to the distributor who then passes it on to their customers. The warranty agreement for end users is the responsibility of the distributor.

**Note on cross-country sales** – When warranty is claimed on products sold from other territories, it is the responsibility of the distributor to do everything in their power to maintain the image and reputation of Allen & Heath. Local warranty support is expected to be provided according to the normal conditions detailed in this policy.

The warranty covers the product from defects in material or workmanship for a period of 1 year from the date of purchase by the original owners only.

**Note** - Depending on country specific legislation any warranty beyond the One Year Manufacturer's Warranty is provided by the distributor.

**Note on the 2-year EU guarantee** – The EU directive 1999/44/EC has established a 2-year guarantee for the sale of all consumer goods everywhere in the EU. It is important to understand the following:

- In most EU countries the guarantee only applies to defects that already existed on receipt of the goods and inherent in the product.
- It is the dealer's or retailer's responsibility to remedy the defect.
- The EU guarantee only applies to consumer products. Allen & Heath designs and manufactures professional products.

Therefore the EU guarantee does not change the terms of the One Year Manufacturer's Warranty.

### **Allen & Heath's conditions of providing replacement parts or products to an authorised distributor**

All of the conditions within the Manufacturer warranty are met.

If a product fails within 1 month of arrival at the distributor and is reported as failing out of box, Allen & Heath will consider replacing this product. Consideration should be given to minimising the cost to both the distributor (costs of returning the product) and to Allen & Heath. In many cases if the fault is easily rectified by a replacement part this should be the first option considered.

Proof of date of sale may be required if our systems show that the product was shipped by Allen & Heath to a distributor over 12 months previously.

Products used for demo, training or promotional purposes are covered for a period of 1 year from the time the original box of the unit is first opened (out of box date). These include products opened by retailers for display, products used by salespeople as samples, and products used by distributors as demo stock.

Any parts needed to repair a unit deemed to have failed within the 1 year warranty will be provided by Allen & Heath free of charge. They will be shipped to the distributor via a carrier on an economy service. If a faster delivery is required then any cost above economy will be borne by the distributor.

If a distributor uses a spare part from their own stock to repair a mixer under warranty, Allen & Heath will either issue a credit for the part or send a replacement part.

If a product is repaired or a spare part provided during the warranty period then it will be guaranteed for 3 months or the remaining of the 1 year's warranty, whichever is the longer.

Any returned product or part that is found to be fully working may be returned to the distributor and the cost of the part and shipping invoiced.

Return of products or parts to Allen & Heath is the responsibility of the distributor. Allen & Heath will only ask for parts to be returned if the reason for the failure needs to be investigated, in these cases the distributor will be invoiced for the replacement part and will receive a full credit for the part once returned. These parts should be sent back within 30 days of receiving the replacement part.