



DAS AUDIO WARRANTY POLICY

DAS Audio - June 2020

DAS Audio Group, Ltd.

DAS Audio warrants that all its products, including sound systems, accessories, processors and amplifiers, are covered by a standard warranty of two (2) years from the day the product is delivered to the buyer or a designated recipient.

DAS Audio Group, S.L offers the possibility of a free extension of the warranty if the product and the customer comply with the conditions described [here](#).

What does this warranty cover?

DAS Audio warrants the hardware and accessories manufactured by DAS Audio against defects in materials and workmanship for a period of 2 (two) years from the date of purchase by the end user. This warranty covers the replacement or repair of defective parts and any other defects occurred during the manufacture of the product.

To make a warranty claim, it is essential to provide documentary evidence of the date of delivery, and/or purchase of the product, presenting the invoice, purchase receipt, delivery note, or warranty card stamped and dated by a distributor or official store. Documents that have been tampered with or falsified shall not be accepted.

In the event of defects in materials or workmanship, you can address your claim to DAS Audio even if you purchased your DAS Audio product from a third party, provided that the documentation specified in the paragraph above is submitted and the product remains under warranty taking into account the date of original purchase.

What are the costs covered by this warranty?

This warranty covers the cost of materials and labor for all repairs under warranty and the return shipping costs, provided that DAS Audio and/or the official customer service department validate the customer's claim.

How can I claim warranty coverage?

If you purchased your DAS Audio product through an official DAS Audio distributor, anywhere in the world, we recommend that you contact them first.

If you are unable to contact the official distributor or one of our [Authorized Service Representatives](#), you can contact us directly through our Technical Support Department by completing the Customer Support Form on our website **.

Before sending any DAS Audio product for inspection, you must notify the issue to our Technical Support Department using the Customer Support Form on the web ** and they shall send you an RMA (Return Materials Authorization) number in the event that you have to send the product to the factory. Any product sent to factory, distributor or authorized service center must be returned freight prepaid, unless otherwise instructed by DAS Audio. If the claim is covered by the warranty, the cost of that amount shall be refunded in full.

If you need to make a claim, contact us and we will let you know [how to proceed](#).

DAS Audio recommends the registration of all products on its website in order to help you as quickly and efficiently as possible.

What will DAS Audio do if I have a warranty claim?

If, during the warranty period, you submit a valid claim in compliance with the terms of the warranty, DAS Audio shall offer to:

- Repair the DAS Audio product
- Replace the DAS Audio product with the same model (or, with your consent, with another that has at least the same functions)

Replacement parts or products, or repaired DAS Audio products, shall continue to be covered by the original warranty for the remainder of the period or shall receive a 90 (ninety) day warranty from the date of replacement or repair, whichever is greater.

What is not covered by this warranty?

This warranty does not apply to non-DAS Audio hardware, even if packaged or sold with DAS Audio hardware.

DAS Audio shall not be liable for damages resulting from accidents, misuse, abuse, neglect or modification of the product.

The warranty shall be void if, at the time of the claim, the hardware shows obvious signs of unauthorized attempted service or repair of damaged parts by a third party other than DAS Audio or one of the Authorized Service Representatives of DAS Audio.

This warranty does not cover claims resulting from improper installation or use (unless the installation or use was made by or under the responsibility of a DAS Audio distributor or installer, or by the customer following the instructions in the DAS Audio manual), or resulting from the use of non-original accessories and/or connectors designed for the product.

Important: Do not attempt to open the DAS Audio product unless the User's Manual describes how to open it. Opening the DAS Audio product may cause damage not covered by this warranty policy. Only DAS Audio or an Authorized Service Representative should repair the DAS Audio product.

¿What costs are not covered by this warranty?

DAS Audio's warranty does not cover inbound shipping costs to the factory, distributor or authorized service center until DAS Audio demonstrates and accepts that there was a defect in material or workmanship at the time of manufacture.

For more information, visit: www.dasaudio.com

() To transfer the extended warranty of any product, the change of owner must be communicated within registration of our website.*

*(**) The Customer Support Form can be found here: [Link](#)*

Note: This document and its contents replace all previous documents related to this subject.

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Sound Systems	Standard warranty of 2 years	Extended warranty
Powered	✓	+3 years extra
Passives	✓	+3 years extra ¹
System Accessories	✓	

Amplifiers & Processors		
Amplifiers	✓	
Processors - DSP	✓	

1- Only when the systems are installed and using only our electronics - Special conditions may apply through an official installer.