



**PROFESSIONAL
LOUDSPEAKERS**

Dear Customer,

Congratulations on your purchase of this product!

The quality of all EIGHTEEN SOUND products is subject to very thorough testing. Should you find any fault in the product you have purchased despite these controls, please contact your authorized Distributor immediately for the necessary controls and action.

You will find the latest list of our Distributors on our website www.eighteensound.com

WARRANTY CERTIFICATE

General terms of warranty

EIGHTEEN SOUND guarantees that this product is free from material or production flaws for a period of 24 months from date of purchase. At its sole discretion, EIGHTEEN SOUND may decide to repair or replace free of charge, faulty products returned freight prepaid to the Manufacturer or the authorized Distributor within 24 months of the date of the first purchase as shown by the date on the sales receipt.

Should it prove impossible to repair or replace a faulty item, the purchaser will receive a refund of the price paid. The purchaser may also have other rights, which may vary from Country to Country in addition to the specific rights under the terms of this guarantee.

This is the only warranty recognized by EIGHTEEN SOUND

EIGHTEEN SOUND does not recognize any other explicit or implicit guarantee, including guarantees of marketability or suitability for a specific use. The remedies mentioned in this document are the only rights of the consumer. EIGHTEEN SOUND is not liable for damage or injury caused by malfunction of the product itself.

This warranty is only valid for consumers who have conformed to the terms of payment.

OEM PRODUCTS - Note: 18 Sound products standard warranty does not apply to products manufactured by 18 Sound for OEM companies. As part of agreement with our OEM (Original Equipment Manufacturer) customers, we warranty the product to the OEM customer only, and not to the end user or distributor. Some of 18 Sound Speakers' OEM customers may offer their own warranties.

Terms of the warranty

Service and repairs of EIGHTEEN SOUND products may only take place at the premises of the Manufacturer, of the retailer or the authorized Distributor. Follow the instructions below:

- 1) The faulty product should be repacked in its original packaging: EIGHTEEN SOUND will not be liable for any damage during transport caused by inappropriate packaging.
- 2) Include a brief summary with:
 - The product model;
 - An exact explanation of the problem;
 - The exact address of where to return the product after it has been repaired;
 - Enclose a copy of the sales receipt or invoice showing the price paid and the date of purchase.

Should it be impossible to determine the date of purchase, EIGHTEEN SOUND guarantees its products for 24 months from the date of manufacture as indicated by the permanent marking on the product itself.

- 3) The product must be sent freight prepaid to the Manufacturer or your authorized Distributor. The warranty is only valid when all of the above terms have been met.

EIGHTEEN SOUND products, which meet the terms of warranty for repair or replacement, and are sent back to the Manufacturer directly, will be repaired or replaced within 60 (sixty) working days of their reception.

EIGHTEEN SOUND products repaired under warranty by the Manufacturer will be returned to the consumer freight prepaid.

EIGHTEEN SOUND products repaired under warranty by authorized Distributors will be returned according to local agreements.

EIGHTEEN SOUND products which are not covered under the terms of this warranty will be repaired and returned COD, and the consumer will be charged for labor, materials, shipment charges and insurance.

EIGHTEEN SOUND is not liable for the quality or time required for servicing, if done by authorized Distributors.

Exceptions to the warranty

This warranty does not cover:

- 1) Maintenance, repair or replacement of parts due to normal wear;
- 2) Malfunction due to negligence, incorrect installation, improper or non-authorized use, and any malfunction not caused by flaws in the manufacture of the product, for which EIGHTEEN SOUND is liable;
- 3) Products modified, repaired, replaced, fitted or tampered with without prior authorization in writing by EIGHTEEN SOUND;
- 4) Events caused by force majeure or other natural or environmental incidents, which are beyond EIGHTEEN SOUND's control.

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