

## SONUS FABER S.P.A. INTERNATIONAL WARRANTY POLICY

### STANDARD WARRANTY

Your Sonus faber new product is guaranteed against any manufacturing defect (“**Standard Warranty**”) for a period of twenty-four (24) months from the date of purchase by the original owner (the “**Standard Warranty Period**”) subject to the following conditions. Upon expiration of the Standard Warranty Period, any services or repairs will be subject to a service charge.

The Sonus faber International Standard Warranty only applies if the Sonus faber new product is purchased from an authorized Sonus faber retailer worldwide.

Sonus faber demonstration products are guaranteed against any manufacturing defect for a period starting from the date of original purchase from an authorized Sonus faber retailer and ending after one (1) year of product discontinuation.

### EXTENDED WARRANTY

The present Sonus faber Extended Warranty applies to Sonus faber new products purchased from an authorized Sonus faber retailer worldwide presented for warranty service in any country, except Japan, Russia, Belarus and Kazakhstan.

Authorized Sonus faber retailers’ complete list can be consulted at: <https://www.sonusfaber.com/en/find-a-dealer/local>

Your Sonus faber new product can benefit from the Extended Warranty as long as you have registered your Sonus faber new product on <https://www.sonusfaber.com/en/support/warranty> within 30 calendar days from the invoice date (“**Registration**” and “**Registration Term**”). When Registering, please double check if you have provided a valid invoice with date, correct serial number and speaker model name (please find them in the binding post terminal plate and in the external carton of the product’s original packaging).

To benefit from the Extended Warranty, you must follow the Registration Process on <https://www.sonusfaber.com/en/support/warranty> and allow Sonus faber S.p.A. to use your personal information to be able to receive communication from Sonus faber about their products and services, and as to whether your request for an Extended Warranty has been accepted or not. We may send you information by e-mail. For more information about how we use your personal information, please consult our Privacy Policy.

In the event that you have not made the Registration within the Registration Term or if you need assistance to Register your product, please contact an Authorized Sonus faber retailer nearby your place here: <https://www.sonusfaber.com/en/find-a-dealer/local>

If your request for an Extended Warranty is accepted by Sonus faber S.p.A., your Sonus faber product will benefit from application of the following general terms and conditions throughout the entire duration of the Extended Warranty.

Limited Extended Warranty applies as follows:

- Passive loudspeakers. Defective components (i.e. tweeter, mid-woofer, midrange, woofer, subwoofer, crossover network) are guaranteed against any manufacturing defect for a period of eight (8) years starting from the invoice date of purchase by the original owner.
- Subwoofers and powered products. Defective electronic boards and drivers are guaranteed against any manufacturing defect for a period of three (3) years starting from the invoice date of purchase by the original owner.
- Custom Installation. Custom installation products excluding accessories (e.g. front grilles) are guaranteed against any manufacturing defect for a lifetime period starting from the invoice date of purchase by the original owner.

The limited Extended Warranty on your new Sonus faber product is non-transferable and cannot be used by any subsequent buyer or owner of the product (e.g. second-hand sale).

Your Extended Warranty, your right to each of its benefits, may be refused by Sonus faber S.p.A, by its own discretion for any reason, included, but not limited to:

- If you are not duly registered as a beneficiary throughout the Registration process;
- If your Registration is cancelled by Sonus faber S.p.A. or yourself for any reason;
- If you do not consent to receiving communications when requesting your Extended Warranty or refuse to provide additional information and/or the relevant proof of purchase (for example, the invoice, the receipt etc.);
- If you request an Extended Warranty and the reference number of your Sonus faber product does not correspond to the original reference number registered by Sonus faber S.p.A.;
- If you request an Extended Warranty outside of the Registration Term for Extended Warranty;
- If you request an Extended Warranty and your Sonus faber product is not eligible for an Extended Warranty as, for example, it is a Sonus faber product which is not to be sold according to Sonus faber S.p.A.'s registers (such as a prototype, a demonstration product, an used product, etc.); or
- If you are not an end client acting in good faith or in the event of misuse.

Extended Warranty validity remains subject to the truth and accuracy of information provided. Sonus faber S.p.A. reserves the right to cancel your Registration if untrue or incorrect information is provided by you. During Registration to Extended Warranty, you accept to abide to the present terms and conditions.

Sonus faber S.p.A. can cancel your registration to the Extended Warranty for the same reasons which will give them the right to refuse, and for any other reason at

their discretion, at any time without prior notice. If you wish to cancel your Registration, you can do so at any time by sending an e-mail to [warranty@sonusfaber.com](mailto:warranty@sonusfaber.com).

In the case of abusive or fraudulent activity connected to Extended Warranty, and/or any failure to abide to these conditions, as determined by Sonus faber S.p.A.'s sole discretion, we reserve the right to modify the benefits as part of Extended Warranty, in particular, to terminate them.

Sonus faber S.p.A. reserves the right to modify or restrict any aspect of the Extended Warranty (including its services and/or benefits) without prior notice. Any change to this Extended Warranty will be indicated in an updated version of the present terms and conditions on our website.

## **WHAT IS COVERED**

Both Standard Warranty and Extended Warranty cover all Sonus faber new products from the material, technical and manufacturing defects and/or inconsistencies.

Any cosmetic issues have to be communicated to the authorized Sonus faber retailer from which the new product has been bought within 30 calendar days from invoice purchase date.

If your Sonus faber new product is returned during the applicable Standard Warranty or Extended Warranty periods, any component found by our technical services to be defective as a result of a manufacturing defect will be, at Sonus faber's sole discretion, either repaired using new or refurbished parts or replaced with a new or re-manufactured product of a reasonable equivalent, free of charge.

## **WHAT IS NOT COVERED**

Your Standard Warranty and Extended Warranty do not cover, notably:

- defects and damages resulting from misuse (e.g. overdriving the amplifier or speaker, excessive heat or cold or humidity) or negligence, or from accident or disaster;
- defects and damages caused by improper or unreasonable use or maintenance, alterations, tampering, dismantling or unauthorized modifications or repairs, as well as services, works and repairs performed by anyone other than Sonus faber or a Sonus faber authorized retailer, or caused by the use of components and/or accessories other than those recommended by Sonus faber S.p.A.;
- products where the label bearing product's serial number or any original number has been removed, changed, altered, replaced, erased or defaced;
- routine maintenance and cleaning, as well as the consequences of the normal wear and tear and ageing of the product;
- the deterioration of components which are naturally subject to wear or exhaustion with use and any damage to any allied or associated equipment which may result for any reason from use with our Sonus faber products.

Any shipping or transportation charges to the Sonus faber authorized retailer are not covered under the Standard Warranty and Extended Warranty, respectively. Shipping damages are not covered under Standard Warranty and Extended Warranty either, so we highly recommend retaining the original box and all original packaging to ensure safe transit. Local taxes or service charges may apply in some countries during the Extended Warranty periods. Check with your local authorized Sonus faber retailer.

## **WHOM TO CONTACT**

In order to benefit from this Sonus faber International Warranty, you are invited to contact or visit the Sonus faber authorized retailer from which the new Sonus faber product was purchased, by presenting your Sonus faber International Warranty duly activated at the time of your purchase. You are therefore required to retain your Sonus faber International Warranty.

Please keep safe any purchase document/receipt, as it validates your Sonus faber International Warranty.

You are responsible for transportation costs, including but not limited to postage, insurance and packing materials. Any defect or malfunction has to be promptly reported upon discovery. We recommend that any shipment to the Sonus faber authorized retailer include certified delivery and insurance.

Only Sonus faber and Sonus faber authorized retailers are entitled to provide warranty services as defined herein. Authorized Sonus faber retailers' complete list can be consulted at: <https://www.sonusfaber.com/en/find-a-dealer/local>

## **DAMAGES, EXCLUSION AND LIMITATION OF LIABILITY**

Except as expressly provided herein and except for damages caused from Sonus faber S.p.A.'s gross negligence or wilful misconduct and to the extent permitted by law, Sonus faber S.p.A.'s liability shall not exceed the value of the purchase price paid for the Sonus faber new product net of VAT.

Nothing herein shall exclude or limit liability for any matter in relation to which exclusion or limitation of liability would be illegal.

Except as expressly provided herein and to the extent permitted by law, Sonus faber S.p.A. shall have no liability to end-consumer and/or third parties, however arising and under any cause of action or theory of liability, in respect of special, indirect or consequential damages, loss of profit (whether direct or indirect) or loss of business opportunity, loss of revenue, depletion of goodwill howsoever caused.

The Standard Warranty and Extended Warranty stated herein are the sole and exclusive remedy, and Sonus faber S.p.A.'s performance shall constitute full and final satisfaction of all obligations, liabilities, and claims concerning the product.

Sonus faber S.p.A. reserves the right to modify or restrict any aspect of the Standard Warranty and of the Extended Warranty without prior notice. Any change will be indicated in an updated version of the present terms and conditions on our website.

## **LEGAL RIGHTS**

This Sonus faber International Warranty does not affect any other rights you may have under the applicable national legislation. Such rights may vary from one country, state, province or territory to another.

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