

## **Warranty Contact**

If you have any queries in relation to our product warranties, please contact Element Audio Pty Ltd.

Element Audio Pty Ltd.

Email: [warranty@element-audio.com.au](mailto:warranty@element-audio.com.au)

Phone: 1300 E-AUDIO (1300 346 328) [Mon-Fri between 10:00am – 5:00pm AEST]

Mail: ATT: Warranty Department

Element Audio

45 Trade Place

Coburg North VIC 3058

## **Element Audio Warranties**

Unless otherwise specified within this policy, the following warranty standard shall apply to all new products purchased by Element Audio Pty Ltd customers, Australia wide only.

Element Audio may modify the conditions of its warranty from time to time, provided that such modifications only apply to products that have not yet been sold to customers and/or businesses.

### **Element Audio Warranty – General Terms and Conditions**

Element Audio Pty Ltd guarantees its products to be free from defective material(s) and/or workmanship for the entire warranty period provided within that product, from the date of sale, and will replace defective parts and repair malfunctioning products under this warranty when the defect occurs under normal installation and operation – provided the unit is returned to either Element Audio Pty Ltd ‘Warranty Department’ or an authorized service agent/station with proof of purchase (i.e., sales receipt). This warranty provides that the examination of the return product must indicate, in our judgement, a manufacturing defect. This warranty does not extend to any product which has been subject to misuse, modification(s), neglect, accident, improper installation, or where the serial number(s) have been removed and/or defaced from the chassis. Element Audio Pty Ltd shall not be liable for incidental and/or consequential damages. This limited warranty is non-transferrable.

You are required to supply proof of purchase from Element Audio Pty Ltd and/or from an authorised Element Audio Pty Ltd dealer. Failure to supply proof of purchase, removal and/or defacement of the serial number, or purchase of the product(s) from an unauthorised reseller, will immediately void this limited warranty.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and/or the failure does not amount to a major failure. Element Audio Pty Ltd reserve the right to make this judgement.

You have rights and benefits under consumer law, in your state, territory or jurisdiction. Without detracting from these rights or benefits, Element Audio Pty Ltd excludes all liability in respect of the product for any other loss which is not reasonably foreseeable from a failure of this product, which may include liability for negligence, loss of income, loss of expenditure associated with the product and loss of enjoyment.

## **Warranty Period**

Element Audio 'Stage Pro' products:

3 Year Limited Warranty

The warranty period begins on the date of purchase of brand new, unused product(s) by the first end user.

## **How to Make a Warranty Claim**

The dealer/retailer can process your warranty claim at your point of purchase.

Alternatively, you can contact Element Audio Pty Ltd via email, phone or mail for further instructions. Proof of purchase from Element Audio Pty Ltd and/or an authorised dealer is required to claim warranty.

If you are instructed to ship your item back to us, our shipping address is as follows:

ATT: Warranty Department

Element Audio

45 Trade Place

Coburg North VIC 3058

The cost of shipping to return product(s) to an authorised dealer and/or to Element Audio Pty Ltd, and the risk of shipment loss and/or damages incurred in transit, are borne by the end-user. If a warranty claim is approved by Element Audio Pty Ltd the return shipping to the end-user is at Element Audio Pty Ltd's expense.

## **Warranty Exclusions**

Minor faults or deviations in the quality of a product which do not affect the product's value or fitness for its intended purpose:

Faults due to "Wear and Tear"; the unit was dropped, bounced, crushed, soaked or exposed to excessive water, moisture, high temperatures, voltages, electrostatic, electromagnetic fields.

Faults resulting from improper use; operating errors, mechanical damage, incorrect operating voltage(s). Proper use for the purposes of this warranty is/are defined as use of the product under the conditions stated in the instructions for use.

Modification of product(s) effected by you or a third-party, unless written consent is provided by Element Audio Pty Ltd.

Purchase of product(s) at auction or from an un-authorised dealer.

## **Limitation on Liability**

Element Audio Pty Ltd shall not be liable for damages to other property caused by defects from Element Audio Products, damaged based upon inconvenience, loss of use of the product, loss of time, loss of data, commercial loss or any other damages, whether real, incidental or consequential.