



Warranty

Product Limited Warranty Information

Bandwidth Audio warrants our Products to be free of defects in materials and workmanship for a period of 3 years after the initial date of purchase. This Limited Warranty applies to only new Bandwidth Audio Products purchased by the original purchaser/owner. This warranty excludes vacuum tubes, which are covered by a separate 3-month warranty.

Warranty Includes:

1. Defective components and materials
2. Defective workmanship

Warranty Conditions:

1. Conditions, malfunctions, and/or damage not caused by defective parts or workmanship are not covered.
2. Failure to properly follow the user's manual will immediately void the warranty.
3. Damage to the Product caused by defective vacuum tubes is not covered, unless the vacuum tubes are still covered by the 3-month Vacuum Limited Tube Warranty.
4. Damage during shipping by a customer to Bandwidth Audio for warranty and non-warranty covered service is not covered. Insurance during shipping is recommended.
5. Cosmetic flaws due to misuse, neglect or normal wear are not covered.

For Repair:

1. In the event your Product requires service, please contact us immediately to discuss the problem.
2. At this point, return authorization will be issued.
3. Do NOT send Bandwidth Audio a Product for warranty or other service without being issued return authorization.
4. The owner of the equipment is responsible for shipping the Product to Bandwidth Audio for service. Vacuum tubes used with the Product in question must be shipped with the Product for full evaluation. It is recommended to keep the original packaging to reship in the event of warranty or non-warranty service. A copy of the original receipt/proof of purchase must also be provided with the shipment.
5. After an evaluation, we will let you know if the issue is covered under warranty. If the issue is covered under the warranty, we will repair the Product free of charge for parts, labor and return shipping. Any repairs necessary outside of the warranty coverage will be quoted and billed accordingly.