



# Unite Your Audience

## The Martin Audio Experience

### **Warranty Statement:**

*Please note: For all warranty and service enquiries Martin Audio will only deal directly with Distribution Partners and Dealers and not third party or end users.*

All Martin Audio products, and the parts thereof, are warranted to be free of defects in materials and craftsmanship as following:

- Passive Loudspeakers - 5 years
- All Other Products – 2 years

The warranty period will commence on the date of original purchase. Within the period of its warranty, Martin Audio or an Authorized Service Representative of Martin Audio will replace or repair any Martin Audio product that is defective in material or craftsmanship at no cost. This warranty is exclusive and no other warranty is expressed or implied.

This warranty does not affect your statutory rights

### **Warranty Exclusions:**

- Damage due to improper mounting or incorrect installation. This includes damage to any installation accessories e.g. wall brackets, yokes, etc.
- Any damage caused by improper connection or use of a product outside of its operational specifications. This includes damage due to improper signal processing, amplification and over voltage damage.
- Defects caused by unauthorised modifications, improper use, negligence, exposure to inclement weather conditions, act of God or accident, or any use of this product that is not in accordance with the instructions provided by Martin Audio.
- Damage due to wear and tear sustained during normal use.

*Martin Audio cannot be liable for consequential damages.*

### **Warranty- Advanced Replacement Procedure:**

Where possible, Martin Audio or an Authorized Service Representative of Martin Audio will always endeavour to repair, at no cost, any defective product that is under warranty at the relevant Service Centre. Where this is not possible (e.g. time sensitive situations) Martin Audio can issue replacement goods or parts to the exact specification or of a specification close enough to that of the faulty goods, on an advanced replacement basis. The replacement goods will either be new product or of B-stock standard (of a similar standard to the used, defective items).

Advanced replacement goods will be invoiced in full. The defective goods will be inspected once returned (see enclosed RMA procedure) by qualified Martin Audio staff or an Authorized Service Representative. If the failure modes are not covered under the warranty, or are as described in the 'Warranty Exclusions' section of this document, the invoice for the replacement goods becomes payable and the user has to collect the defective goods. If the product failed due to defective material or bad craftsmanship, the invoice for the replacement goods will be credited in full and the defective goods will remain the property of Martin Audio.

Advanced replacement goods are invoiced as per the following terms:

- NET30 (UK, 30 days to return defective goods)
- NET60 (EU, 60 days to return defective goods)
- NET90 (ROW, 90 days to return defective goods)



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### Martin Audio Service Procedure (Non-warranty):

Martin Audio must be contacted to receive a RMA reference no (see enclosed RMA procedure) for all after sales service support, including evaluation and repairs. Goods that arrive without a RMA reference number will immediately be rejected back to the user.

Martin Audio or an Authorized Service Representative will contact users to report on failure modes, associated costs and lead times before any repair work is carried out.

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### Shipping Costs:

Martin Audio will cover the shipping costs of sending replacement goods out for all valid warranty claims. The user will cover the shipping costs of returning the defective goods.

The user will cover the shipping costs for non-warranty service goods to and from Martin Audio or an Authorized Service Representative.

### Martin Audio RMA (Return Material Authorisation) Procedure:

On request, Martin Audio or an Authorized Service Representative will issue the user with a RMA form that has to be completed and returned by email to the following email address: [returns@martin-audio.com](mailto:returns@martin-audio.com)

The user will then be issued with a RMA document which includes a RMA reference number. The RMA document has to be attached to the return shipment. Please note that the act of issuing a RMA document does not confirm the warranty claim to be valid. The warranty status will be determined once the faulty product has been inspected by Martin Audio or an Authorized Service Representative.

### Contacts:

For all returns: [returns@martin-audio.com](mailto:returns@martin-audio.com)

For technical enquiries: [technical@martin-audio.com](mailto:technical@martin-audio.com)

Worldwide Distributors:  
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