

Conditions of the 3 Year Warranty

(For Products Sold within the European Economic Area)

Subject to the terms and conditions hereinafter, your Crayon Audio product is automatically covered by a 3 Year parts and labour Warranty (except for those products specified in Clause 2 j) and k). No registration is required. Warranty start date will commence from the initial date of purchase of the product and any product greater than 3 Years old from Crayon Audio GmbH ship date will require proof of purchase. This Warranty is transferable from owner to owner and will apply and remain with the product from the initial date of purchase for a 3 Year term in the European Economic Area. This Warranty is not transferable out with the European Economic Area.

1. What is included in this Warranty?

If a Crayon Audio product is defective in normal domestic use due to a fault in materials or workmanship, Crayon Audio products ("Crayon Audio") will at its discretion either regulate, adjust, repair or replace it free of charge (subject to the following), within a reasonable time after such product is returned to Crayon's address as detailed below. This Warranty covers the cost of parts and associated labour required to correct such defects in materials or workmanship intimated to your retailer or Crayon during a period of 3 Years from the initial date of purchase.

2. What is excluded from this Warranty?

This Warranty does NOT cover:

- a) damage to Crayon Audio products while in possession of a shipper, retailer, or consumer and not caused by defects in materials or workmanship;
- b) damage to Crayon Audio products arising due to or from normal wear and tear;
- c) damage or defects caused by abnormal or unreasonable use (including repairs or alterations of products by a person other than Crayon or its nominated repair centres);
- d) damage, defects, deterioration, malfunction or failure to meet performance specifications resulting from (i) accident, acts of nature, misuse, abuse, neglect or unauthorised product modification, (ii) improper installation, removal or maintenance, or failure to follow instructions supplied with the product, (iii) repair or attempted repair by anyone not authorised by Crayon to repair the product, (iv) shipment of the product (claims to be presented to your retailer to be passed on to the carrier), (v) any cause other than a product defect due to a fault in materials or workmanship;
- e) cleaning, initial set-up, check-ups with no defects found, or charges incurred for installation of the product;
- f) any product on which the serial number has been defaced, modified or removed;
- g) accessories, including but not limited to cables, mounting hardware and brackets, cleaning accessories, antenna and detachable power cords;
- h) turntable belts (or any defects in them);
- i) products which are subjected to internal modifications or upgrades not supported by Crayon or which use non-Crayon approved parts;
- j) any Crayon Audio product purchased outside the European Economic Area;
- k) any hard drives, professional audio products and phono cartridges, the Warranty for which is restricted to a period of 1 Year from the initial date of purchase; and
- l) lasers (which has a Warranty cover of 2 Years from the initial date of purchase).

Revision 1

Crayon Audio GmbH

3. What Crayon will do and pay for if you qualify for this Warranty coverage and how Crayon will provide the required service. Crayon will pay for all parts and labour covered by this Warranty. You must pay for all shipping charges if it is necessary to return the product to Crayon or your retailer. However, if the required repairs are covered by this Warranty, Crayon will pay for the shipping from Crayon Audio products back to any retailer within the European territories of the European Economic Area. Whenever warranty service is required for any product greater than 3 Years old from the Crayon ship date you must present the original dated sales receipt or other proof of purchase.
4. How do you get service? If you think that your product needs service, contact your original retailer who will advise you regarding packing your product if return to his shop is required. Most simple faults can be corrected by your retailer so do not return your product to Crayon without consulting your retailer or receiving approval from Crayon.
5. Legal Status
You have legal rights as a consumer under applicable national legislation governing the sale of consumer goods which this Warranty is given without prejudice to and does not affect. Nothing herein shall be construed as an express or implied warranty in respect of the future performance of any Crayon Audio product (including any product or replacement product which is regulated, adjusted, repaired or replaced by Crayon under this Warranty).
6. Limitations
 - a) ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THIS WARRANTY. UPON EXPIRATION OF THIS WARRANTY ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED.
 - b) ALL CONSEQUENTIAL AND INCIDENTAL DAMAGES ARE HEREBY DISCLAIMED AND EXCLUDED.
 - c) Some Countries do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Some Countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from Country to Country.
 - d) The restrictions in this Warranty shall not apply where void.