

# Limited Manufacturer's Warranty

## United States and Canada

T+A elektroakustik GmbH & Co. KG

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1.

T+A as manufacturer guarantees to the consumer (purchaser) that the product he receives will be free from material defects or manufacturing faults, in accordance with the following stipulations and conditions. The manufacturer's warranty covers all current new T+A devices, and applies to all purchasers whose domicile and delivery address are in the United States or Canada. In other countries the purchaser should ask the appropriate regional T+A agency for the relevant warranty conditions. The warranty does not apply to second-hand or demo equipment. The warranty is not transferrable, and applies exclusively to the initial purchaser. These types of defect, as asserted by the purchaser, will be corrected by T+A at its own discretion and at its own cost. The warranty does not extend to parts subject to normal wear, such as tubes, rechargeable batteries and dry cells. Claims of any other nature against T+A on the part of the purchaser, especially for compensation, are excluded. The manufacturer's warranty is a voluntary service provided by T+A. However, this warranty does not affect the purchaser's contractual or legal rights in respect of the retailer concerned (authorised specialist T+A dealer).

2.

The T+A manufacturer's warranty applies for a period of three years on electronic equipment and active loudspeakers, a period of five years on passive loudspeakers, and a period of ten years on SOLITAIRE® loudspeakers, in each case from the date of purchase. T+A provides authentication of this by forwarding the warranty certificate to the purchaser. A reduced manufacturer's warranty of no more than two years from the delivery date, depending on the age of the device, applies to demo equipment supplied to dealers, and to new equipment which is no longer included in the current product range.

3.

Claims made under these warranty conditions will only be considered if the claimant is the individual who purchased the device in question from an authorised specialist T+A dealer in the United States or Canada. If the device was not acquired from an authorised dealer, no warranty claim will be considered.

4.

a)

Claims under warranty can only be considered if the device in question has been previously registered: either online at [www.ta-hifi.com/en/register/](http://www.ta-hifi.com/en/register/) or by forwarding to us the serial number, together with a copy of the purchase receipt, within fourteen days of the purchase date of the device. T+A requires the full name and address of the purchaser in order to create the warranty certificate.

b)

These data are stored by T+A, together with the device information, in order to validate any claim made under warranty. Data stored for this purpose are never passed to any third party. The data are used exclusively for the processing of claims under warranty. The legal basis for the processing of these data is Art. 6 Para. 1b DSGVO. The data are erased as soon as they have fulfilled the purpose for which they were stored (processing of warranty claim). However, it may be necessary to continue to store personal data after the expiry of the warranty contract in order to comply with contractual or legal obligations.

The purchaser has the right to cancel the registration at any time. The purchaser is also entitled to have the stored data altered at any time. If the data are required for the fulfilment or execution of a contractual obligation, premature erasure of the data is only possible insofar as such erasure does not obstruct contractual or legal obligations.

For further information T+A recommends that you consult the currently valid privacy policy at: [www.ta-hifi.com/en/privacy-policy/](http://www.ta-hifi.com/en/privacy-policy/)

5.

During the warranty period T+A will make good any defects demonstrably due to material defects or manufacturing faults. Further claims, especially for deterioration, conversion or compensation for consequent damage are excluded.

6.

With the exception of those procedures described in the operating instructions, it is not permissible for interventions of any kind to be carried out on the device by the purchaser or any unauthorised third party. If work apart from the procedures described in the operating instructions has been carried out by the purchaser, then any claim under these warranty conditions is rendered invalid.

7.

If you wish to make a claim within the legal warranty period, please contact your specialist T+A dealer in the first instance. If it proves necessary to send the device to T+A or an authorized service center, you must use the original packaging in undamaged condition for the consignment, otherwise the warranty claim will be invalidated. Before sending equipment it is essential to agree this course of action beforehand with the T+A Service Department:

Electronics: [e-service@ta-hifi.com](mailto:e-service@ta-hifi.com), loudspeakers: [ls-service@ta-hifi.com](mailto:ls-service@ta-hifi.com). The purchaser must bear the cost and risk of shipping goods to T+A. We strongly recommend that you take out adequate transport insurance. After the completion of the warranty service T+A will pay the cost of return carriage.

8.

The following are excluded from the warranty:

- a) Transport damage, visible or concealed (complaints concerning such damage must be submitted to the appropriate courier company, railway or postal service without delay);
- b) Scratches in wooden cabinets, frames, metal parts, front covers, etc.;
- c) Defects which are due to unsuitable positioning, incorrect connections, external application of force, inappropriate operation (see operating instructions) and stressing or overloading;
- d) Incompetently repaired or modified devices which were opened by persons other than us or our authorised service specialists;
- e) Consequent damage to non-T+A equipment;
- f) Reimbursement in the case of remedial action carried out by non-T+A third parties;

- g) Devices from which the serial number has been removed, defaced or altered;
- h) Devices to which unauthorised persons or workshops have carried out repairs;
- i) Changes which arise through natural wear or ageing effects (e.g. colour changes affecting wooden cabinets, metal parts or screens).



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