



Product Warranty (purchases made in U.S.A.)

- 1. What is covered and for how long? All Products:** ION Audio, LLC (“ION Audio”) warrants to the original purchaser that this ION Audio product is free from defects in material and workmanship under normal use and service for the period commencing upon the date of purchase from an authorized ION Audio dealer and continuing for ninety (90) days following the date of purchase. ION Audio warrants factory-refurbished merchandise to be free of material and operational defects for a period of ninety (90) days from the original date of retail sale. This refurbished merchandise warranty is not transferable.
- 2. What is not covered?** This Limited Warranty is conditioned upon proper use of the product by the purchaser. This Limited Warranty does not cover:
 - Damage caused by improper installation or improper connection to any peripheral
 - Damage caused by an external electrical fault
 - Damage from use of parts not manufactured or sold by ION Audio
 - Product purchased from anyone other than an ION Audio authorized dealer
 - Modifications to product not approved in writing by ION Audio
 - Equipment that has the serial number removed or made illegible
 - Normal cosmetic and mechanical wear
 - Damage or loss during transit to an Authorized ION Audio Repair Center
 - Units that are purchased and/or located outside of the continental USA
- 3. What are ION Audio’s obligations?** During the applicable warranty period, ION Audio will repair or replace, at ION Audio’s sole option, without charge to the purchaser, any defective component part of the product. To obtain service under this Limited Warranty, purchaser must first contact ION Audio and obtain a return authorization number (“RA#”). Purchaser must then return the product to ION Audio in an adequate container for shipping, accompanied by purchaser’s sales receipt or comparable proof of sale showing the date of purchase, the serial number of the product, and the seller’s name and address. To obtain an RA# and assistance on where to return the product,

contact ION Audio customer service at 401-658-3743 (U.S.A.). Upon receipt, ION Audio will repair or replace the defective products. ION Audio may, at ION Audio's sole option, use rebuilt, reconditioned, or new parts or components when repairing any product or replace a product with a rebuilt, reconditioned, new or comparable product. Repaired products will be warranted for a period equal to the remainder of the original Limited Warranty on the original product or for 90 days, whichever is longer. All replaced parts, components, boards, and equipment become the property of ION Audio. If ION Audio determines that any product is not covered by this Limited Warranty, purchaser must pay all parts, shipping, and labor charges for the repair or return of such product.

4. What are the limits on ION Audio's liabilities? THE WARRANTIES GIVEN IN THIS LIMITED WARRANTY, TOGETHER WITH ANY IMPLIED WARRANTIES COVERING ION AUDIO PRODUCTS, INCLUDING WITHOUT LIMITATION ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ION AUDIO SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL, INDIRECT OR SIMILAR DAMAGES, LOSS OF PROFITS, DAMAGES TO PURCHASER'S PROPERTY, OR INJURY TO PURCHASER OR OTHERS ARISING OUT OF THE USE, MISUSE OR INABILITY TO USE ANY ION AUDIO PRODUCT, BREACH OF WARRANTY, OR NEGLIGENCE, INCLUDING BUT NOT LIMITED TO ION AUDIO'S OWN NEGLIGENCE, EVEN IF ION AUDIO OR THEIR AGENTS HAVE BEEN ADVISED OF SUCH DAMAGES, OR FOR ANY CLAIM BROUGHT AGAINST PURCHASER BY ANY OTHER PARTY. THIS LIMITED WARRANTY IS THE COMPLETE WARRANTY FOR ION AUDIO PRODUCTS, AND IS GIVEN IN LIEU OF ALL OTHER EXPRESS WARRANTIES. THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THIS PRODUCT AND STATES PURCHASER'S EXCLUSIVE REMEDY. IF ANY PORTION OF THIS LIMITED WARRANTY IS ILLEGAL OR UNENFORCEABLE BY REASON OF ANY LAW, SUCH PARTIAL ILLEGALITY OR UNENFORCEABILITY SHALL NOT AFFECT THE ENFORCEABILITY OF THE REMAINDER OF THIS LIMITED WARRANTY WHICH PURCHASER ACKNOWLEDGES IS AND WILL ALWAYS BE CONSTRUED TO BE LIMITED BY ITS TERMS OR AS LIMITED AS THE LAW PERMITS.

This Limited Warranty allocates risk of product failure between purchaser and ION Audio, and ION Audio's product pricing reflects this allocation of risk and the limitations of liability contained in this Limited Warranty. The agents, employees, distributors, and dealers of ION Audio are not authorized to make modifications to this Limited Warranty, or make additional warranties binding on ION Audio. Accordingly, additional statements such as dealer advertising or presentation, whether oral or written, do not constitute warranties by ION Audio and should not be relied upon.

US Technical Support & Warranty Service

Contact us by Phone: 401-658-3743

Hours of Operation: We are available to help you 8:30am - 6:30pm EST Monday through Friday (except holidays).

Before you call:

- Please have our product, and product documentation with you.
- Whenever possible, have your product powered on, and running.

- Visit the dedicated product page for your item. Each product we make has a dedicated page on our website where you can find product information, software updates, manuals, and support documents.
- Please gather anything you might need to answer the questions listed below. We will need much of this information in order to assist you.

Contact us by email:

- Please fill out the information below as completely as possible, then click submit.
- Note, fields labeled in red are required.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.