

Warranty for United States Consumers

MANUFACTURER'S LIMITED PRODUCT WARRANTY STATEMENT

The service policies and warranty statements on this page are relevant for all Ehrlund products. Ehrlund warrants to the original purchaser that the product purchased will be free of defects related to manufacturing, parts, materials, and workmanship under normal and accepted use. Conditions under which the manufacturer's limited product warranty statement is no longer valid can be found below. Ehrlund requires that all warranty returns be sent to an Ehrlundser Authorized Service Center.

This limited product warranty is the sole warranty and the customer's only remedy concerning Ehrlund products sold in the United States. All other representations, warranties or conditions, expressed or implied, written or oral, including but not limited to any warranties or guarantees of merchantability, fitness for a particular purpose, or non-infringement, are expressly excluded. As a result, except as set forth in the previous and following paragraphs, the product is sold "as-is" and the customer is assuming the entire risk as to the product's suitability to their needs, its quality and its performance.

- Ehrlund Products Limited Product Warranty Term: 2 Years from Date of Original Purchase from an Authorized U.S. Ehrlund seller only.

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WARRANTY ELIGIBILITY STATEMENT

In order to be considered eligible for repair or replacement under warranty, included with the repair item(s) must be a valid bill of sale (please see below for more information) from an authorized Ehrlund retailer detailing the following information:

- Retailer's Name, Address and Phone Number
- Original Date of Purchase and Clear Copy of Original Bill of Sale, Purchase Receipt or other confirmable Proof of Purchase
- Model or SKU number of the Product Purchased
- Failure to supply a bill of sale or receipt with all of the required information will result in denial of warranty repair or replacement.
- For a current list of authorized Ehrlund dealers please visit our website at Ehrlund.se

WARRANTY DOES NOT COVER

Counterfeit or "Grey Market" product or genuine Erhlund products purchased from any non-authorized United States Ehrlund dealer, consignee, retailer, re-seller, website (including auction sites) or any other private parties, within or outside the United States.

Damage or inoperability caused by improper use, handling, storage, transportation, inadequate repair work performed by the end user or any non-authorized repair center.

- Products where the identification label, serial number or safety label has been removed or altered or are unreadable for any reason.

Other manufacturer's equipment or reimbursement for said equipment that has been used in conjunction with a Ehrlund product.

Inoperability due to lack of reasonable maintenance and care as determined by Ehrlund.

Additional non-covered items: Accessories or consumable items such as, but not limited to:

- Batteries
- Cable clips
- Foam microphone windscreens
- Cases

Damage: This warranty does not cover any physical and/or electrical damage resulting from, but not limited to:

- Accident
- Misuse
- Abuse
- Malicious destruction
- Acts of nature
- The temporary or permanent affixing of any items supplied or not supplied by the manufacturer with any adhesive, fastener or the like.
- Use of batteries, power supplies or any other sources of power not specifically recommended by the manufacturer.
- Inadequate repair work performed by the end user or any non-authorized repair center.

OTHER TERMS AND CONDITIONS

PRODUCT ADVANCE REPLACEMENTS

Ehrlund does not provide advance replacement products.

REFUNDS

Ehrlund will refund Product purchased from an Ehrlund Authorized Dealer within thirty (30) days from the date of the original purchase provided the product is returned in its original packaging and is free of any damage or visible wear. Customers that purchased product from an authorized Ehrlund distributor/vendor seeking a refund must request refund from the original distributor/vendor.

SHIPPING TO EHRLUND

Ehrlund will be responsible for shipping to the customer after repair/replacement ONLY. The customer is responsible for all shipping/handling charges related to returning the product to Ehrlund. Products must be shipped in their original packaging or otherwise suitably protected to avoid damage during shipping. Ehrlund will not be responsible for any damage incurred during shipment. Ehrlund will only be responsible for packages that are verified as having been received into our warehouse via a shipment tracking number provided by the customer's shipping company.

SHIPPING FROM EHRLUND

All packages will ship within the 48 contiguous United States via UPS ground, no signature required, at no expense to the customer. International shipping or air shipping as well as other shipping methods and options are available; however, all related charges will be the sole responsibility of the customer.

WARRANTY REPAIRS

In the event that a repair action is performed, Ehrlund will be responsible for all costs associated with the repair including parts and labor costs. All service labor is guaranteed for ninety (90) days or until the conclusion of the originally purchased product's original warranty period, whichever period of time is greater.

WARRANTY REPLACEMENTS

Ehrlund may, at its sole discretion, choose to replace the product completely with a new or remanufactured product. In the event of product obsolescence, a suitable replacement will be chosen based upon the features, the intended use (according to Ehrlund) and the retail price of the original product. In the event of product obsolescence Ehrlund cannot guarantee the same color or aesthetic attributes as the original product. All warranty replacements are guaranteed for ninety (90) days or until the conclusion of the originally purchased product's original warranty period, whichever period of time is greater.

EXPECTED TURNAROUND TIME

The expected turnaround time is subject to parts and product availability and therefore is not guaranteed.

DETERMINING AUTHORITY

The Ehrlund Service Department will be the final determining authority for all potential warranty claims for service and/or replacement.