

To The End User

All products manufactured by MC² Audio, under the MC² Audio brand, are guaranteed for five years from date of manufacture against faulty materials or workmanship under normal conditions of use. For warranty information on OEM products, please contact the OEM brand in question.

All units under warranty claim should be returned to the factory carriage-prepaid by the local MC² Audio distributor, with a clear fault description. Units repaired under warranty will be returned to the distributor from MC² Audio prepaid.

All repairs outside the warranty period, or repairs to damaged units, will be charged at £60 per hour plus parts and shipping (and VAT where applicable). The minimum charge for any repair will be £90 plus VAT. Customers may be liable for a small labour charge for initial assessment and diagnosis even if they decide not to proceed with the repair. All repairs will carry their own warranty for a 12 month period.

Further Information

MC² Audio will only support warranty repairs if the unit in question has not been subjected to unauthorised repair work or alteration, damage including shipping accidents, any use not covered in the MC² Audio Owners Manual for the product, exposure to moisture or harmful weather conditions, and normal wear and tear. Units on which the serial number has been removed or defaced will not be eligible for warranty service.

MC² Audio's responsibility is limited to the product itself and the company accepts no responsibility for any incidental or consequential damages, including any loss due to cancellation of any events, or rent of replacement equipment or costs due to third party's or customer's loss of profit, or any other indirect cost or losses however incurred.

Should a product need to be returned to MC² Audio, please see the service request form for full return instructions, found here:

http://www.mc2audio.co.uk/images/stories/tech_support/mc2_returns_procedure_and_srf.pdf

1. Make sure that the unit is securely packaged and labelled, preferably using the original packaging.
2. Include as much information as you can relating to the fault or level of service required, and make sure that all contact details are included especially a phone number and email address. .
3. Ship the product prepaid to MC² Audio - full address/contact details at www.mc2-audio.co.uk

If further information is required, please contact Mark Bailey in our shipping department: -
Tel: +44 (0)1404 44633 | Email: mark.bailey@mc2-audio.co.uk