

## **OUR WARRANTIES**

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Unless otherwise specified in this policy, the following warranty standard shall apply to new products purchased by Technical Audio Group (TAG) customers Australia wide only.

TAG may modify the conditions for its warranty from time to time, provided that such modifications only apply to products that have not yet been sold to customers.

### **WARRANTY GENERAL TERMS AND CONDITIONS**

TAG guarantees its products to be free from defective material and /or workmanship for the entire warranty period provided with that product from date of sale, and will replace defective parts and repair malfunctioning products under this warranty when the defect occurs under normal installation and use - provided the unit is returned to our Service Department or one of our authorized service stations via pre-paid transportation with a copy of proof of purchase (i.e., sales receipt). This warranty provides that the examination of the return product must indicate, in our judgment, a manufacturing defect. This warranty does not extend to any product which has been subjected to misuse, modified, neglect, accident, improper installation, or where the serial number has been removed or defaced from the chassis. TAG shall not be liable for incidental and/or consequential damages. This limited warranty is non-transferable.

You **MUST** supply proof of purchase from an authorised TAG dealer. Failure to supply proof of purchase, removal of the serial number on this product, or purchase of this product from an unauthorised reseller, will immediately void this limited warranty.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. TAG reserves the right to make this judgement.

You have rights and benefits under the consumer laws in your jurisdiction. Without detracting from these rights or benefits, TAG excludes all liability in respect of the Product for any other loss which is not reasonably foreseeable from a failure of this Product, which may include liability for negligence, loss of income, loss of expenditure associated with the Product and loss of enjoyment.

## WARRANTY PERIOD

<b>Brand</b>	<b>Warranty period terms</b>
<b>Allen &amp; Heath</b>	<p>3 Years Limited Warranty on the following Allen &amp;Heath products and accessories:</p> <ul style="list-style-type: none"> <li>• D-live Surfaces: S3000, S5000, S7000, C1500, C2500, C3500, CTi-1500</li> <li>• D-live Mixracks: DM32, DM48, DM64, DM0, CDM32, CDM48, CDM64</li> <li>• Avantis, Avantis Solo</li> <li>• DX32 expander</li> <li>• PRIME I/O modules</li> <li>• AHM-16, AHM-32, AHM-64</li> </ul> <p><b>1 Year Limited Warranty on all other Allen &amp; Heath products and accessories</b></p>
<b>Audio-Technica</b>	<p>5 Years Limited Warranty on all in <u>Analogue Wired Microphone</u> models only</p> <p><b>1 Year Limited Warranty in Australia and New Zealand on all other Audio-Technica products</b></p>
<b>AtteroTech by QSC</b>	<p>3 Years Limited Warranty on all AtteroTech products</p> <p>*** AtteroTech Accessories carry 90 days Limited Warranty</p>
<b>Martin Audio</b>	<p>5 Years Limited Warranty on all <u>Passive Loudspeakers</u> models only</p> <p><b>2 Years Limited Warranty on all other Martin Audio products</b></p>
<b>Netgear AV Line switches</b>	
<b>QSC</b>	<p>6 Years Limited Warranty on <u>CMXa, GX, GXD, K, KW, K.2, KS, CP</u> Series only</p> <p><b>3 Years Limited Warranty on all other QSC products</b></p> <p>*** QSC Accessories &amp; Service Parts carry 90 days Limited Warranty</p>
<b>Q-SYS</b>	<p>3 Years Limited Warranty on all Q-SYS products</p> <p>*** Q-SYS Accessories &amp; Service Parts carry 90 days Limited Warranty</p>
<b>RF Venue</b>	<p>1 Years Limited Warranty on all RF Venue products</p>

The warranty period begins on the date of purchase of brand new, unused product(s) by the first end user.



## HOW TO MAKE A WARRANTY CLAIM

The dealer/retailer can process your warranty claim at your point of purchase. Alternatively, you can contact Technical Audio Group via email or phone for further instructions. Proof of purchase from an authorised dealer MUST be supplied to claim warranty.

If you are instructed to ship your item back to us our shipping address is as follows;

### TECHNICAL AUDIO GROUP

**Service Department**

**Unit 19, 43-53 Bridge Road,**

**STANMORE NSW 2048, AUSTRALIA**

**Ph.: +61(02)9519 0900, Email: [service@tag.com.au](mailto:service@tag.com.au)**

The cost of shipping to return product to the dealer or to TAG, and the risk of shipment loss or damages incurred in transit, are borne by the customer. If a warranty claim is approved by TAG the return shipping to the customer is at TAG's expense.

## WARRANTY EXCLUSIONS

Minor faults or deviations in the quality of a product which do not affect the product's value or fitness for its intended purpose; faults due to "Wear and Tear"; the unit was, dropped, bounced, crushed, soaked or exposed to excessive high temperatures, voltages, electrostatic or electromagnetic fields; any accessories supplied with the product (rechargeable and disposable batteries); faults resulting from improper use (e.g. Operating errors, mechanical damage, incorrect operating voltage); proper use for the purposes of this warranty is defined as use of the product under the conditions stated in the instructions for use; any modification of TAG product(s) effected by you or a third party, unless TAG has given its prior written consent to the nature and extent of the modification; faults of which the purchaser was already aware at the time of purchase; TAG products purchased at auction or from an un-authorised dealer.

## LIMITATION ON LIABILITY

TAG shall not be liable for damages to other property caused by defects from TAG products, damages based upon inconvenience, loss of use of the product, loss of time or data, commercial loss or any other damages, whether real, incidental or consequential.

## CONTACT

If you have any queries in relation to our product warranties please contact Technical Audio Group [technical@tag.com.au](mailto:technical@tag.com.au) or by calling us on +61(02) 9519 0900 between 9.00 a.m. and 5.00 p.m. Monday to Friday (EST).