



MAGNETAR AUDIO, LLC.
STATEMENT OF WARRANTY
EFFECTIVE DATE: June 15, 2024

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.

When purchased new from an authorized Magnetar dealer (seller reconditioned/renewed excluded), Magnetar Audio provides a transferable (one time only) two (2) year limited warranty on our player products. To be eligible for warranty coverage, product registration is required by the original purchaser. For any transfer of warranty, registration must have been completed and Magnetar notified of the intent to transfer prior any public sale listing, actual sale, or transfer, and products must have been originally purchased through a Magnetar authorized dealer or Magnetar itself to be eligible for any transfer warranty coverage.

Magnetar products purchased from an authorized Magnetar Audio dealer as "open box", maintain the same two year warranty eligibility for repair, but are ineligible for replacement.

No other warranty, implied or otherwise, is created or honored by Magnetar Audio.

These warranties cover only defects in material and workmanship with the following specific exceptions:

- Damage which has been caused by tampering with the product housing
- Damage from Third Party Parts, Components, or accessories, video discs, connected devices, or power sources
- Any damage caused by any reason from usage that is not in accord with Magnetar Audio product instructions.

This warranty covers only the actual defects within the products themselves. IT DOES NOT cover costs of installation in (or removal from) a fixed installation, or normal set-up, claims based on any misrepresentation by the seller, or performance variations resulting from installation related circumstances such as signal quality, AC power or incompatibilities with other system components. There is no customer serviceable components, software or firmware in an Magnetar product. Magnetar software, hardware, electronics, internal components, drivers, software, or firmware accessed by Non-Magnetar approved service technicians can void the customer warranty.

Magnetar Audio, LLC. does not warrant that its products will operate without interruption or will be error-free, or that all errors may be corrected. Magnetar Audio, LLC's sole liability, and your sole remedy, for breach of the limited warranty will be repair or replacement of the applicable product to the equivalent of factory new performance and the associated then current factory issued firmware.

During the warranty period, Magnetar Audio will, at its option, either repair the defect, or replace the defective product, or the defective parts, or components thereof with the then current product/component in use by Magnetar Audio, at no charge to the owner for parts and labor covered by this warranty. Inbound and return shipping for product within the warranty period will be paid by Magnetar Audio. If necessary repairs are not covered by this warranty, or if a unit is examined which is not in need of repair, you will be charged for the repairs and/or the examination.

If non-warranted repairs are needed, all shipping costs must be paid by the customer. In the event non-warranted repairs are required, we will notify you of the estimated cost and ask for your authorization to perform said repairs. Please save the original shipping cartons as the unit MUST be returned in the original carton and packing. (Replacement cartons are available at a modest charge).

NOTE: *Product Warranty and Support is only available for products purchased through authorized dealers*.

Magnetar Audio is firmly committed to providing our customers with best in class, reliable products through authorized dealers. Our policy is to honor product warranties and to perform services and support only on products purchased from an authorized Magnetar Audio dealer and only accompanied by a receipt or proof of purchase. If you purchase an Magnetar Audio product from an unauthorized dealer or if the original factory serial number has been removed, defaced or altered, your Magnetar Audio warranty will not be valid.

Unfortunately, there are some websites and sellers who claim to be authorized Magnetar Audio resellers, but are not. Products sold on these websites or from these dealers do not carry a warranty from Magnetar Audio.

When you purchase products from an unauthorized website or dealer you are taking a risk, because these products may be counterfeit, used, defective, or may not be designed for use in your country. Magnetar products exported outside of approved territories of use are void of warranty, technical support, firmware updates, and any app accessibility.

Please protect yourself and your Magnetar Audio product by ensuring that you only purchase Magnetar Audio products from an Authorized Magnetar Audio Dealer.

Feel free to reach out to our Customer Concierge team at concierge@magnetarusa.com to verify a sellers status if you have any concerns.

Limitation of Liability:

In all events and circumstances, Magnetar Audio, LLC's, liability shall be expressly limited to the original purchase price of the product. To the extent allowed by local law, the remedies provided in this statement are your sole and exclusive remedies. These terms and conditions supersede any prior agreements or representations previously made by Magnetar Audio , LLC.

TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS STATEMENT, IN NO EVENT SHALL MAGNETAR AUDIO, LLC BE LIABLE FOR ANY DAMAGES CAUSED BY THE PRODUCT, ITS TECHNICAL SUPPORT OF THE PRODUCT FOR THE CUSTOMER, THE FAILURE OF THE PRODUCT TO PERFORM INCLUDING ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITIES OF SUCH DAMAGES. MAGNETAR AUDIO, LLC IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY.