



IN ADMIRATION OF MUSIC

Nørager October 2019

DALI IO warranty policy

The DALI IO comes with a 1-year worldwide warranty counting from the day of customer purchase.

DALI DK covers all expenses for eligible warranty claims.

Warranty eligibility is judged by the shop personnel according to the warranty terms and conditions, with the exception of obvious misuse which is by default not covered by the warranty.

The warranty can be claimed at any authorized DALI IO dealer worldwide regardless of place of purchase.

Terms and conditions:

In order to be entitled to the warranty claim, the customer must provide the original purchase receipt and fill in the on-line warranty claims form together with the shop personnel, describing the fault.

Without original purchase receipt, and/or missing claims form the customer will not be entitled to the warranty and DALI DK will not cover the expenses.

Link to online warranty claims form: www.dali-speakers.com/contact/warranty

Warranty will not be applicable:

- In cases other than defects in materials and/or workmanship at the time of purchase
- Deterioration of component parts, which is subjective to wear and tear with normal use, such as batteries and headphone ear pads.
- For products whose serial number has been altered, deleted, removed or made illegible.
- For damages caused by incorrect installation, connection or packing
- Physical damage (cracks, scratches, etc.) on the surface of the product due to improper use
- Damage caused by contact with liquid, water, rain, extreme humidity or sweat, sand, dirt or the like, extreme heat or food
- For any interoperability issues with third party products; unless we explicitly specify this intent
- For damages caused by any use other than correct use described in the user manual, negligence, modifications, or use of parts that are not made or authorised by DALI A/S
- For damages caused by faulty or unsuitable ancillary equipment
- For damages caused by accidents, lightning, water, fire heat, war, public disturbances or any other cause beyond the reasonable control of DALI A/S and its appointed distributors.
- If repairs or modifications have been executed by an unauthorised person
- This warranty does not apply to products that have not been charged for six (6) months. If the battery of a product has not been charged for a period of six (6) months, the product may not work or regain its full potential and long-term results. DALI does not offer any guarantee for such a service
- Note: In case the Speaker set in an IO-6 is replaced the noise cancelling option ANC may not regain its full potential since it is not adjusted to the exact set of IO-6 headphone. DALI does not offer any guarantee for such a service

Repair of DALI IO-4/IO-6 does not extend or renew the period of warranty.

Warranty is only valid for the original purchaser and will automatically lapse prior to expiration if the product is sold or otherwise transferred to another party. The warranty from DALI in this declaration applies only to products purchased for use and not to resale. It does not apply to open box purchases that are sold "as second-hand" and without warranty. Particularly exempted warranty are parts which is subject to ordinary wear such as microphone, ear cushions, modular contacts, earpieces, decorative equipment, batteries and other accessories.