



SEARCH



## || WARRANTY REGISTRATION

HH Audio is a Headstock Group brand. HH Audio products are covered by the two (2) year Limited Product Warranty outlined below.

### PRODUCT REGISTRATION

Register your HH Audio product within 90 days of retail purchase to initiate your two (2) year limited warranty. A warranty extension may be applicable in certain supporting countries. You will be notified during the registration process if the country you are registering your product supports an extended five (5) year warranty period. This extended warranty period is only valid in the original country of purchase.

For full terms and conditions please review the HH Audio Warranty Policy document below.

You will need to provide the product serial number and the name of the authorised retailer from which the unit was purchased to complete this registration.

### LIMITED PRODUCT WARRANTY PERIOD

Headstock Group warrants to the original purchaser that HH Audio products are free from defects in materials and workmanship under normal use and service for a period of two (2) years from the date of purchase stated on the bill of sale.

Exclusions: Headstock Group warrants the following items contained in or included with the product are free from defects in materials and workmanship under normal use and service for a period of ninety (90) days from the date of retail purchase:

- Fuses
- External power supplies
- Transport covers
- Accessories

### LIMITED PRODUCT WARRANTY COVER

This warranty covers defects in materials and workmanship if:

1. The product was purchased from an authorised HH Audio products dealer at the time of purchase.
2. The product was purchased in brand-new condition.
3. The original, dated bill of sale is presented when warranty service is required during the warranty period.

During the applicable warranty period HH Audio, HH Audio appointed representative or distributor, will repair, or replace without charge to the purchaser any component part of the product deemed to be defective. Any warranty service or parts replacement will not extend the warranty period of the Limited Product Warranty. Any warranty replacement parts will assume only the remainder of the warranty period of the original product.

This warranty does not cover damage or loss: caused by force majeure or natural forces beyond the control of HH Audio or Headstock Group; caused by improper installation, improper connection to an external product, or failure to follow instructions in the user manual; caused by electronic or mechanical modifications; caused by service from unauthorised personnel; caused by use of parts not manufactured or sold by HH Audio; caused by using the product for other than its intended purpose; to plastic surfaces and other externally exposed parts of the product worn by normal use; to data, software or information; to loudspeaker drivers or diaphragms with burned-out voice coils due to misuse.

This warranty also excludes the following: claims based on any misrepresentations by the seller; products on which the serial number has been removed or is illegible; deterioration of component parts, the nature of which is to wear with use, including batteries; any removal, installation, or re-installation of the product; failure or performance variations caused by AC power fluctuations.

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## WARRANTY SERVICE & SUPPORT

Customers seeking warranty service in the UK & Ireland should [contact us](#) for support.

Customers outside the UK & Ireland should contact their local distributor for information: For assistance in reaching the correct distributor please [contact us](#).

When submitting a request for warranty support, the original, dated bill of sale must be presented along with detailed information on the nature of the difficulty, or symptoms observed. Do not return the product to HH Audio or to a local distributor without prior authorisation and a corresponding returns authorisation number.