Alphatec

Alphatec Audio Video Pvt. Ltd.

Warranty terms and conditions

Service type **Carry-in only**	Covers **Defects in workmanship or material**	Starts from **Date of purchase, with original invoice**
Warranty holder **First purchaser only, not transferable**	Repairs done at **Authorized Service Centres only**	Not covered **Accessories and consumables**

A summary of the key terms. The full terms below apply.

Keep these ready when you visit a service centre

- ✓ Warranty card, signed and stamped
- ✓ Serial number
- ✓ GST purchase invoice
- ✓ Date of purchase
- ✓ Product model number
- ✓ Customer details

Warranty coverage

1. This warranty applies to **carry-in service only**.
2. On behalf of the OEM, the company extends warranty service against **faulty workmanship or faulty material** for the period stated on the warranty card, provided the product is used in accordance with the instructions supplied with it.
3. The company's obligation under this warranty is limited to **repairing or replacing parts free of charge**.
4. If any part of the unit is repaired, the warranty remains in force for the unexpired portion of the original warranty period.

Eligibility and registration

5. The warranty period is effective from the **date of purchase**, subject to proof of purchase through the original and authentic invoice.
6. The warranty is confined to the **first purchaser** of the product and is not transferable.

7. Warranty registration should be completed by filling in the warranty card, available from the dealer, after purchase and having it duly signed and stamped.

8. Warranty service will be provided only when the customer produces the **warranty card and purchase invoice**, duly signed and stamped at the time of purchase.

9. The customer is responsible for obtaining and retaining the issued warranty card.

10. To qualify for free service, the warranty documents must include the product **model number, serial number, GST invoice, date of purchase** and all other relevant purchase details.

Getting service

11. Repairs during the warranty period shall be carried out only by the company's **authorized personnel**.

12. Warranty services can be availed only at the company's **Authorized Service Centre(s)**.

13. Details of Authorized Service Centres are available on the company's website. www.alphatec.co.in/service-centres

14. The customer is responsible for bringing the unit to, and collecting it from, the Authorized Service Centre at their own cost and risk. **No on-site service is provided**, as this is a carry-in warranty.

15. Any parts or assemblies replaced during repair will be retained by the company for its own records and operations.

16. If spare parts for a particular model are discontinued, the company's policy of providing a commercial solution shall be binding on the customer.

Exclusions and liability

17. The warranty does not extend to **accessories**, even if they are supplied with the product.

18. This limited warranty does not cover **consumables**, including but not limited to fuses, batteries, cables, illuminates and guitar strings.

19. This warranty shall not be interpreted as making the company or its Authorized Service Partners liable for any injury or damage of any kind, whether direct, consequential or contingent, to persons or property.

20. The liability of the company, its service partners and its appointed Authorized Service Centres (ASCs) shall be limited to the cost of repairing defects in workmanship.

21. Where the warranty is void as set out under **When the warranty is void**, the Authorized Service Centre may, at its sole discretion, carry out or refuse repairs, within or outside warranty, without citing any reason.

22. This warranty is issued subject to the jurisdiction of **Kolkata, West Bengal, India**.

⊘ When the warranty is void

The warranty will be void in any of the following cases:

(a) The product was **not purchased from an authorized dealer** of the company.

(b) The Authorized Service Centre detects any damage due to **misuse**, a burnt PCB, or similar.

(c) The product has been **modified or altered** in any way by the customer and/or by unauthorized personnel.

(d) The Authorized Service Centre finds that any driver or diaphragm assembly has a **burnt or damaged voice coil** caused by over-driving or under-driving beyond its rated parameters, or by a surge from a power amplifier.

(e) The mains supply used for the audio equipment does not have a **separate earthing provision**.

(f) The site conditions (the premises where the product is kept, used or played) do not conform to the **recommended operating conditions** for the unit.

(g) The original **serial number** has been removed, obliterated, tampered with or altered.

Audio-Technica additional warranty

23. For Audio-Technica products, where the standard additional warranty is **2 (two) years**, the customer should register the product purchase details on the company website.

Register your Audio-Technica product: www.alphatec.co.in/audio-technica-warranty-extend

Need a repair? Take the unit and your warranty documents to your nearest Authorized Service Centre. Find one at www.alphatec.co.in/service-centres.