

# Adept Audio Internet Policy

Internet sales of Adept Audio is strictly forbidden. We do not support end-users who buy Adept product from internet sellers. The Adept warranty is voided if Adept products are purchased from an internet seller. Adept does not provide end-user or consumer support Adept products are bought from internet sellers.

## No Internet Sales

- **Adept Does Not Sell Internet Sellers.** Nor do we sell retail outlets or mail order merchants so don't be misled.
- **Adept Is Legitimately Available from Only Professional Installing Dealers.** For homes or buildings, Adept is available only through professional installing dealers.
- **Adept Does No Support Internet Sellers or Their Customers.** Internet Sellers hide from us because they know they are guilty of misrepresenting our brand.
- **No Warranty Through Internet Sellers.** Our warranty is in force only when purchased from professional installing dealers.

## End-User Support

- **Adept Provides:** Technical support to End-Users who buy Adept from professional Installing Dealers
- **Installing Dealer Support.** Adept does not provide any product or support to any type of internet sellers.
- **Our Advice. Don't Take the Risk.** Anyone buying Adept from any internet seller is doing it at their own risk.

## Why is This?

Adept Audio has a substantial financial investment in our brand, from sonic performance and quality, that investment continues to distributors & dealers. There are always deceitful and dishonest internet sellers who use credible brands to make themselves appear to be legitimate. They often make little to no investment in the brands and do not care what damage they do in the market.

## Adept Brand Protection

We have what may be the best internet protection of any brand in the home audio installation business. Using an algorithm to find unauthorized internet sellers, we turn them over to one of the most experienced Internet Brand Protection attorneys in the country.

Watch for these unethical or unlawful practices:

- **Illegitimate Internet Sellers:** Use a lot of unscrupulous business practices
- **Fraudulent Sales Practices:** Known as skimming, some use listings to get your credit card information.
- **Slow to Ship:** That's because have trouble getting goods that have to be illegally diverted to them
- **Bait and Switch:** Claiming items are discontinued when they are not
- **Out of Stock:** Continually delay your order
- **Pop Up Offers:** Their offers may be here today and gone tomorrow
- **Serial Number Removal:** They will do this to hide their source of illegally obtained goods
- **Dispute Resolution:** Is this really what you want to risk?
- **No Address, No Names:** They do not readily provide contact information so they can avoid being revealed.
- **Change their website ISP:** Move website frequently to hide from the law and keep their offers from being taking down.
- **Domain by Proxy:** Hide ownership on their website registration to keep from being chased down.
- **Of the Better Business Bureau:** If they are not rated, does that tell you anything?

## Our Best Advice

Only use a trustworthy Installing Dealer if you want Adept. We guarantee that it will be worth it.

If you know of any internet sellers making offers for Adept, please contact us at [fraud-reward@adept-audio.com](mailto:fraud-reward@adept-audio.com)