



AVID Products Inc. WARRANTY &

RETURN POLICY

Scope

This warranty covers AVID products purchased by consumers directly from AVID or an authorized AVID distributor, reseller, carry our limited warranty. This warranty is extended only to the original end-use purchaser or the person receiving the product as a gift, and shall not be extended to any other person or transferee.

Exclusions

This warranty does not cover defects resulting from improper or unreasonable use or maintenance; failure to follow operating instructions; accident; excess moisture; insects; lightning; power surges; connections to improper voltage supply; unauthorized alteration or modification of original condition; damages caused by inadequate packing or shipping procedures; loss of, damage to or corruption of stored data; damages caused by use with other products; product that requires modification or adaptation to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modifications; and products purchased from unauthorized dealers.

AVID Claim and Conditions

AVID warrants that this product, when delivered to you in new condition, in original packaging, from AVID and used in normal conditions, is free from any defects in manufacturing, materials and workmanship for the following periods from the date of retail purchase by the original end-use purchaser:

Multimedia players including CD, MP3, Cassette, Radio, etc. – 1 year after date of purchase

Jack Boxes – 1 year after date of purchase

Headphones and headsets (exclusions below) – 1 year after date of purchase

USB headphones and headsets – 6 months after date of purchase

Personal headphones and headsets (ex: AE-711, AE-812 headphones) – 3 months after date of purchase

Disposable headphones and earbuds – only the return policy applies.

** Products may be discontinued at any time.*

AVID Commitment

During the warranty period, we will, at our sole option, repair or replace (using new or refurbished replacement parts) any defective parts within a reasonable period of time and free of charge.

The customer will pay shipping, insurance or transportation charges from you to us, or any import fees, duties and taxes.

What you must do to obtain Limited Warranty Service:

Return product, with proof of purchase, using the following procedures:

1. Contact AVID for specific return/shipping instructions and obtain a Return Material Authorization (RMA) number;
2. Label and ship the product, freight prepaid, to the address provided by AVID; and
3. Place any necessary return material authorization number prominently on the outside of the carton. Cartons not bearing an RMA number, where required, will be refused.

No returns will be accepted without prior authorization from AVID

Other conditions

THE PROVISIONS OF THIS LIMITED WARRANTY ARE IN LIEU OF ANY OTHER WARRANTY, WHETHER EXPRESSED OR IMPLIED, WRITTEN OR ORAL, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AVID MAXIMUM LIABILITY SHALL NOT EXCEED THE ACTUAL PURCHASE PRICE PAID BY YOU FOR THE PRODUCT. IN NO EVENT SHALL AVID BE LIABLE FOR LOSS OF, DAMAGE TO OR CORRUPTION OF STORED DATA, OR FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR INDIRECT DAMAGES HOWSOEVER CAUSED INCLUDING WITHOUT LIMITATION THE REPLACEMENT OF EQUIPMENT AND PROPERTY, AND ANY COSTS OF RECOVERING, PROGRAMMING OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH YOUR AVID PRODUCT.

Other legal rights

This limited warranty gives you specific legal rights, and you also may have other rights that vary from state to state or country to country. Some places do not allow limitations on implied warranties or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

AVID RETURN POLICY

All products must be unused in original packaging, in resalable condition and include all components including manuals, cables, ear pads, etc... All returns must be authorized by an AVID representative before returned. Please call 1-888-575-



AVID Products Inc. WARRANTY &

RETURN POLICY

AVID to receive a Return Material Authorization (RMA) number that must be included on the outside of each box. All returns must be prepaid and are subject to a 15% restocking fee.