

## **Hegel America Warranty Policy**

### **Coverage Period:**

All Hegel products, except the CD player, come with a **three-year limited warranty**.

The CD player has a **two-year limited warranty**.

This warranty period starts from the original date of purchase.

### **What is Covered:**

This warranty covers defects in materials and workmanship under normal use, including:

- Internal electronic components
- Power supply and amplifier circuits
- Chassis and control knobs
- Input and output connectors
- Factory-installed firmware

### **What is Not Covered:**

Opening the cover, attempting to repair the amplifier yourself, or connecting the amplifier to the incorrect voltage invalidates the warranty.

This warranty does not cover:

- Damage caused by improper installation, misuse, or accidents
- Unauthorized modifications or repairs
- Cosmetic damage, including scratches, dents, or normal wear and tear
- Damage from power surges, lightning, or moisture
- Use with incompatible speakers or power sources
- Damage resulting from shipping or improper packaging

### **How to Make a Warranty Claim:**

1. Contact the authorized dealer where the amplifier was purchased or the manufacturer's customer support.
2. Provide proof of purchase, including the original sales receipt or invoice.
3. Describe the nature of the defect and include photos if possible.
4. Ship the amplifier to the authorized service center as instructed, using appropriate packaging to prevent damage during transit.

### **Repair or Replacement:**

At the manufacturer's discretion, the amplifier will be repaired or replaced with a similar model. Replacement units may be refurbished or reconditioned. This warranty does not extend the original warranty period.

**Transferability:**

This warranty is typically **non-transferable** and only applies to the original owner, unless explicitly stated by the manufacturer.

**Limitation of Liability:**

The manufacturer is not responsible for any incidental or consequential damages resulting from the use of this amplifier, including loss of data or revenue.

**Legal Rights:**

This warranty provides specific legal rights, which may vary by state or country. Additional rights may be available depending on local laws.