

Warranty Info

Thanks for buying a Gemini product. Learn more about your warranty here.

WARRANTY & REPAIR

All Gemini products are designed and manufactured to the highest standards in the industry. With proper care and maintenance, your product will provide years of reliable service. Please be advised that product warranties are only valid in the country of purchase.

LIMITED WARRANTY

- A. Gemini warrants its products to be free from defects in materials and workmanship for One (1) year from the original purchase date. Exceptions: Laser assemblies on CD Players, cartridges, and crossfaders are covered for 90 days.
- B. This limited warranty does not cover damage or failure caused by abuse, misuse, abnormal use, faulty installation, improper maintenance or any repairs other than those provided by an authorized Gemini Service Center.
- C. There are no obligations of liability on the part of Gemini for consequential damages arising out of or in connection with the use or performance of the product or other indirect damages with respect to loss of property, revenues, of profit, or costs of removal, installation, or reinstallation. All implied warranties for Gemini, including implied warranties for fitness, are limited in duration to One (1) year from the original date of purchase, unless otherwise mandated by local statutes.

RETURN/REPAIR

- A. In the U.S.A., please call our helpful Customer Service Representatives at (732)346-0061, and they will be happy to give you a Return Authorization Number (RA#) and the address of an authorized service center closest to you.
- B. After receiving an RA#, include a copy of the original sales receipt, with defective product and a description of the defect. Send by insured freight to: Gemini, and use the address provided by your customer service representative. Your RA# must be written on the outside of the pack age, or processing will be delayed indefinitely!
- C. Service covered under warranty will be paid for by Gemini and returned to you. For non-warrantied products, Gemini will repair your unit after payment is received. Repair charges do not include return freight. Freight charges will be added to the repair charges.
- D. On warranty service, you pay for shipping to Gemini, we pay for return shipping within the continental United States. Alaska, Hawaii, Puerto Rico, Canada, Bahamas, and the Virgin Islands will be charged for freight.
- E. Please allow 2-4 weeks for return of your product. Under normal circumstances your product will spend no more than 10 working days at Gemini. We are not responsible for shipping times.