

1.1. Introduction

This document concerns authorized TC service partners, only, and may not be shared with third parties without prior written approval from TC Electronic.

These service guidelines apply to the products and spare parts each service partner is authorized to exchange or service on behalf of TC Electronic, as per the individual service agreements.

1.2. Applicable warranty

TC Electronic and distributed products are warranted to be free from defects in components and factory workmanship under normal use and service for a period of two (2) years when bought from a reseller within the EU.

TC Electronic and distributed products are warranted to be free from defects in components and factory workmanship under normal use and service for a period of one (1) year when bought from a reseller outside the EU.

When failing to perform as specified during the warranty period we will undertake to repair, or at our option, replace this product at no charge to its owner, provided the unit is returned undamaged and shipping prepaid, to an authorized service facility or to the factory.

TC Electronic shall not be responsible for any incidental or consequential damages. TC Electronic's responsibility is limited to the product itself. TC Electronic assumes no responsibility for any loss due to cancellation of any events, or rent of replacement equipment or costs due to third party's or customer's loss of profit, or any other indirect cost or losses however incurred.

TC Electronic reserves the right to make changes or improvements in design or manufacturing without assuming any obligation to change or improve products previously manufactured and / or sold.

1.3. Exceptions

TC Electronic will always follow the law of the respective markets should it differ from the policy stated in 1.2.

Some products distributed by TC Electronic may have different warranties – they are excluded from this policy.

This warranty shall be null and void, if the product is subjected to repair work or alteration by a person or facility other than those authorized by TC Electronic; mechanical damage including shipping accidents; war, civil insurrection, misuse, abuse, operation with incorrect AC voltage, incorrect connections, wrong accessories, incorrect use of accessories, operation with faulty associated equipment, exposure to inclement weather conditions and normal wear and tear.



Units, on which the serial number has been removed or defaced (from the unit), are not eligible for warranty service.

The warranty is only valid, in the same country as where the unit was bought.

1.4. Handling warranty matters

It is the responsibility of the service partner, to ensure proper documentation from the end user or reseller, or from the relevant TC Electronic service contact, in special matters, when deeming a product under warranty.

For up to two months after the repair, TC Electronic reserves the right to request documentation for proof of purchase.

1.5. Updates

This document may be updated and further information added, in the future.

Last update: March 11th 2009, by Henrik Midtgaard – henrikm@tcelectronic.com