

WARRANTY PROCEDURE

To validate your warranty, the attached warranty card may be filled out and mailed. Filled out, scanned and emailed or you may fill in the warranty registration on our website at www.bagend.com. It is also advised that you keep your bill of sale as proof of purchase.

Warranty registration is tracked by model number and serial number therefore any correspondence or inquiries made to Bag End must include the model and serial numbers of the product in question. For your convenience, fill in the model and serial number in the space provided below and keep this warranty card in a safe place for future reference.

Warranty service is performed at the Bag End factory. Outside the US there are some authorized Bag End distributors who are able to perform warranty service. This is determined on a individual basis if the product may be serviced in the country where the unit was purchased, or must be returned to the Bag End factory. To avoid delays or needless shipments, advance notice must be provided to Bag End and a RA (return authorization) number will be issued to track the unit's arrival and the repair process.

To obtain factory service your Bag End product must be shipped FULLY INSURED in the original packaging or suitable equivalent. The warranty does not cover repairs on products damaged in shipping. Often times insurance will not allow a claim if the packing is not adequate so be sure to pack it well.

Include in the package:

- Complete return shipping address (We do not ship to P.O. Boxes).
- A detailed description of any and all the problems experienced.
- Repairs required that are not covered under warranty will require prior authorization and payment to implement these repairs.
- For out of the country service, please contact your country's Bag End distributor. Products sent to the factory from outside the U.S. MUST include return freight funds, and the sender is fully responsible for all customs procedures, duties, tariffs, and deposits.

RECORD THE MODEL AND SERIAL NUMBER BELOW AND RETAIN FOR YOUR RECORDS.

MODEL _____ SERIAL NUMBER _____ DATE OF PURCHASE _____

REGISTRATION CARD

IMPORTANT!

This warranty becomes effective ONLY if this card is returned, emailed or submitted online.

NAME _____

ADDRESS _____

CITY _____

STATE, ZIP _____

PHONE NUMBER _____

EMAIL ADDRESS _____

MODEL(S) _____

SERIAL NUMBER(S) _____

DATE PURCHASED _____

PURCHASED FROM _____

APPLICATION _____

COMMENTS _____

LIMITED WARRANTY

Bag End / Modular Sound Systems, Inc. warrants all Bag End products against defects in material or workmanship from the date of purchase by the original purchaser from an authorized Bag End dealer, or from the date of manufacture, whichever is longer, as follows:

Powered Loudspeaker Products: **Two years**

Rack Mount Processor Products: **Two years**

Non Powered Professional and consumer Loudspeaker Products: **Six years**

This warranty extends to all purchasers or owners of the product during the warranty period. Bag End does not warrant its products against any and all defects:

1. arising out of materials or workmanship not provided or furnished by Bag End, or
2. resulting from abnormal use of the product or use in violation of instructions, or
3. in products repaired or serviced by other than authorized Bag End service centers, or
4. in products with removed or defaced serial numbers.

Bag End agrees to supply all parts and labor to repair or replace defects covered by this warranty with parts or products of original or improved design, at its option in each respect. The defective product is to be returned to any Bag End service center in packaging providing at least as much protection from damage as the original packaging, with all transportation costs and full insurance paid by the purchaser or owner. After repair, Bag End will return the product prepaid within the contiguous 48 states to the purchaser or owner.

ALL REMEDIES AND THE MEASURE OF DAMAGES ARE LIMITED TO THE ABOVE, AND CONSEQUENTIAL OR INCIDENTAL DAMAGES ARE EXCLUDED. EVEN IF BAG END HAS BEEN ADVISED TO THE POSSIBILITY OF SUCH DAMAGES. ANY AND ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, ARISING BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USE OF TRADE, OR OTHERWISE, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO A PERIOD OF SIX (6) YEARS FROM THE DATE OF PURCHASE BY THE ORIGINAL RETAIL PURCHASER, OR SIX (6) YEARS FROM THE DATE OF MANUFACTURE, WHICHEVER IS LONGER.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE MAY NOT APPLY TO YOU. SOME STATES DO NOT ALLOW THE LIMITATION OR EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES. SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.