

NEW PRODUCTS

Warranty period: 2 years

Every Vitus Audio product is guaranteed to be free from defects in materials and workmanship when subject to normal use and service for a period of 2 years (24 months) from the date of purchase when purchased through an authorised partner.

Extended warranty: additional 4 years

Vitus Audio offers an additional 4 years (48 months) on top of the original 2 years (24 months) warranty for all new products, giving customers access to our service and technical support.

To obtain this extension, purchases must be registered via the Extended Warranty form at <https://www.vitusaudio.com> within 30 days of the purchase date.

Only Vitus Audio products purchased through an authorised partner are eligible for an extended warranty.

The following information is required:

1. Full name
2. Email
3. Country of residence
4. Model
5. Serial number
6. Mains voltage at your residence
7. Authorised partner details
8. A copy of the original purchase invoice

The registration process on the website is in English and the authorised partner through which the product was purchased can register for extended warranty on your behalf, if required.

EX-DEMONSTRATION PRODUCTS

Ex-demonstration products are limited to a maximum warranty of 2 years (24 months). However, they must have been purchased from an authorised partner within 4 years of the original shipping date from our factory.

In addition, the authorised partner selling the product must make a transfer of ownership to the consumer via the website at <https://www.vitusaudio.com>

Speak to your authorised partner about making a transfer or ownership request.

SCOPE OF WARRANTY AND WARRANTY LIMITATIONS

The warranty and extended warranty are only available for products sold by authorised partners within authorised countries and where the product has been registered with Vitus Audio.

Vitus Audio does not guarantee products purchased from non-authorised sellers.

The warranty does not extend to normal wear and tear or accidental damage, nor to goods or parts thereof, which have been subject to any modification not authorised by Vitus Audio. This extends to the experimental running of a product in any operation or use outside of that for which it was originally designed, including electrical overload, mechanical damage or general misuse of the product.

Any evidence of tampering, defacing or removal of our original trademark or serial number will immediately invalidate the warranty.

In addition, parts that are subject to potential wear and tear (e.g. batteries, glass panels, cabinet and casework, rubber feet, accessories, and similar parts) will not be covered by warranty or extended warranty.

Furthermore, the warranty does not cover the following:

- Damage to the product caused by failure, loss or corruption of digital data files or other informational content of any kind, regardless of cause.
- Failures arising from an accident, catastrophe, misuse, neglect, or failure to properly connect and operate the product in accordance with the accompanying instructions.
- Failures arising from improper installation or removal of the product.
- Failures arising from any tampering, alteration, or damage to the product or attempted servicing of the product by anyone other than an Authorised Vitus Audio Service Centre.

Examples of non-warranted situations:

1. Any damage related to shipping. (All products must be shipped on pallets).
2. Exporting from the country the product was originally shipped to.
3. Incorrect mains voltage usage, especially with reference to point 2 above.
4. Exposure to high temperatures and/or direct sunlight.
5. Fast cooling that potentially creates humidity inside products (such as air conditioning).
6. Overheating due to lack of ventilation around the product.
7. Hard short of power outputs (direct shorting).
8. Connecting and disconnecting cables on active inputs.
9. Connecting Output XLR to non-EU standard XLR products.
10. Connecting subwoofers to the speaker outputs.

Note that the details presented here supersede the warranty information found in our current product manuals.

Should you have any questions, please contact us via the contact form on our website at <https://www.vitusaudio.com>

WARRANTY TRANSFER

Selling your Vitus Audio product

If you sell your Vitus Audio product, we recommend selling via one of our authorised partners. The authorised partner can help you find the right buyer for your product and can also transfer any remaining warranty to the new owner.

If you sell your Vitus Audio product privately, e.g. via an online auction site, it will invalidate any remaining warranty on the product once the sale has completed.

Buying a pre-owned Vitus Audio product

Purchasing of pre-owned Vitus Audio products should be made through authorised partners only. Our network of authorised partners have the ability to transfer any remaining warranty on the product from the previous owner to the new owner. They also have the knowledge and expertise to set up Vitus Audio products for optimum performance.

If you buy a pre-owned Vitus Audio product from a private seller (any seller outside of our network of authorised partners) the product you purchase will not be covered by our standard or extended warranty.