

SUMIKO

SONUS FABER LIMITED WARRANTY – US & CANADA

PRODUCT ELIGIBILITY


The Sonus faber Warranty is valid for all new products purchased from an authorized Sonus faber retailer in the United States or Canada. This warranty is non-transferrable and does not apply to third-party or private sales of products.

WHAT IS COVERED

Passive Loudspeakers - All parts defective in material and workmanship are covered under warranty for five (5) years from the date of original purchase by the original owner. *

Palladio - architectural series products will carry a lifetime warranty on the entirety of the product. *

Gravis/Powered products – Subwoofers and powered products carry a two (2) year limited warranty.

Demo Models - Demonstration products purchased from an authorized dealer carry the full manufacturer's warranty beginning on the date of consumer purchase if purchased within (1) year of product discontinuation. 

WARRANTY EXTENSION

*Customers who register their products on the Sonus faber website ([Sonusfaber.com/en/register-product/](https://sonusfaber.com/en/register-product/)) within 30 days of purchase will receive:

- a three (3) year extension on passive loudspeakers for a total of eight (8) years,
- and a one (1) year extension on powered products for a total of three (3) years.

WHAT IS NOT COVERED

This warranty does not cover defects resulting from improper use or maintenance, accident, improper packing, or unauthorized modification as determined solely by us. This warranty is void if the label bearing the serial number has been removed or defaced. We will not replace, at our cost, any lost accessories, parts or packaging for demonstration model purchases.

WHO TO CONTACT

All warranty claims must be initiated with the original retailer from which the product was purchased. Report any defect or malfunction promptly upon discovery to your dealer. The dealer will address the issue or make arrangements for repair. If the dealer is unable to resolve the issue, contact the Sumiko Service Center at (510) 843-4500. Merchandise sent in for service by either a dealer or a consumer without a Sumiko-issued Return Authorization number will be refused.

WHAT WE WILL DO

At our sole discretion we will repair or replace any defective parts free of charge. We may coordinate service with an authorized dealer in the local area to assist in the diagnosis and/or repair of the product. Palladio: At our sole discretion we will provide an advanced replacement of a Palladio product determined to be defective within one (1) year of installation.

WHAT WE WILL NOT DO

Any shipping or transportation charges from a consumer to us are not covered under warranty. Since shipping damages are not covered under warranty, it is HIGHLY RECOMMENDED to retain the original box and all original packaging to ensure safe transit should an issue arise. We will not provide warranty service for any product that was not purchased from an officially authorized Sonus faber dealer. Authorized dealers can be verified using the Sonus faber dealer locator available through www.sonusfaber.com or by contacting Sumiko.

OTHER CONDITIONS

Sumiko's maximum liability shall not exceed the actual purchase price paid for the product. In no event shall Sumiko be liable for special, incidental, consequential or indirect damages. The terms and conditions of this warranty are subject to change without notice at our sole discretion.

THE PROVISIONS OF THIS WARRANTY ARE IN LIEU OF ANY OTHER WRITTEN WARRANTY, WHETHER EXPRESS OR IMPLIED, WRITTEN OR ORAL, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

LEGAL RIGHTS

This warranty gives a consumer specific legal rights which may vary upon location of the consumer's residence or place of purchase. The limitations and conditions of this warranty are void where prohibited.