



The next generation of digital audio

EXOGAL Global Warranty Policy

EXOGAL warrants that EXOGAL products shall be free from defects in materials and workmanship for:
5 years for parts and labor (excluding batteries), except as limited below

The warranty period begins at the date of original retail sale by an authorized EXOGAL dealer and is subject to the following requirements, limitations and understandings:

1. This is a limited transferable warranty applicable to the original purchaser and subsequent owners. EXOGAL products are warranted to their original purchaser for a 5-year period. If the original purchaser sells or transfers the product to a subsequent owner, the term of the warranty to subsequent purchasers reduces to 12 months from the date of the original sale from the authorized dealer to the original purchaser.
2. The product must not have been modified or tampered with in any manner whatsoever, or the warranty is immediately voided. "Modification" includes the use of non-EXOGAL power supplies or 3rd Party Power Umbilicals on EXOGAL power supplies!
3. The product must not have been stored in a humid environment; nor subjected to weather, water, or salt spray.
4. During the warranty period EXOGAL will repair the product to working order, or, at EXOGAL's option, replace the defective equipment with a similar available product, at no cost to the owner for the labor, materials, and return shipping from EXOGAL.
5. The customer is responsible for shipping the unit to EXOGAL.
6. EXOGAL shall not, under any circumstances, be liable for any incidental or consequential damages arising from the loss of property or other damage or losses due to the failure of a EXOGAL product. EXOGAL will not pay for loss of use or inconvenience caused by the failure of an EXOGAL product. EXOGAL will not pay for damage caused to other audio components because of the failure of an EXOGAL product within the limits allowed by applicable laws.
7. All repairs performed after the warranty period has expired will be billed to the owner and will carry a 90 day warranty on parts and labor.
8. EXOGAL product is only warranted in the country of original sale.
9. Firmware upgrades installed subsequent to purchase do not restart the warranty period.