
Thiel & Partner GmbH does grant – in addition to all legal obligations – a limited warranty for loudspeaker driver units according to the following provisions:

- §1. For a period of 10 years from the date of purchase from Thiel & Partner GmbH, we will exchange or repair at our discretion all defective **accuton** drivers free of charge with conditions and exceptions described as follows.
- §2. Drivers with broken diamond cone will not be exchanged or repaired free of charge. In case of any other defect of diamond cone products, we will grant free exchange or repair as described in §1.
- §3. Free exchange or repair must be claimed by filling out and submitting our online RMA form and sending the defective driver at your own cost to our production facility:

THIEL & PARTNER GMBH

SAARPFALZ-PARK 31

D-66450 BEXBACH

P: +49 (0)2238-94105-00

F: +49 (0)2238-94105-09

You will find our online RMA document at www.accuton.com/service/rma-form

- §4. Free exchange or repair can only be granted if:
 - 1) The serial number on the product is filled in correctly on our online RMA form and readable on the product
 - 2) Your error description is filled in on our online RMA form
 - 3) The customer ID in the RMA document belongs to the Accuton customer who purchased the product
 - 4) We receive the defective product with readable serial number

Products received without the relevant and correctly filled out online RMA document, cannot be processed.

If we do not receive the online RMA document within 14 days after receiving the product, we will return the product to the return address.

- §5. In case a defective driver is covered by these warranty conditions but cannot be produced anymore, we will supply the successor product or refund, upon the customer's choice.
- §6. Defective drivers that were purchased more than 10 years ago will not be repaired. If the product can still be produced, we will offer the exchange at full price.
- §7. Only functional defects qualify the driver for free exchange or repair. In case of visual defects, please contact us at sales@accuton.com.
- §8. Please contact us at sales@accuton.com, if drivers show defects on delivery. We need to differentiate warranty cases from transport damages.

§9. In case of excessive or suspicious warranty claims, we reserve the right to reject your claim after careful review. Reasons for rejection could be an unusually high defect rate or clear signs of wilful destruction.