

## Warranty

Dear customer,

Lab12 products are designed and manufactured to the highest standards and deliver high-quality performance, ease of use and ease of installation. We are confident that you will enjoy many years of good service from your product.

In the unlikely event of a failure of the product, we will arrange for your product to be serviced, free of charge, provided that the product was used in accordance with the instructions in the owner's manual.

Lab12 could modify the design or specifications of any product without obligation to purchasers of previously manufactured products.

**This Warranty is provided for the benefit of the first and original purchaser of the covered product and is not transferable to a subsequent purchaser.**

**Vacuum tubes are warranted for the original 90-day period only.**

**This warranty does not affect your statutory rights. EU rules 1999/44/EK.**

**This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.**

\*Το ακόλουθο κείμενο Εγγύησης περιέχει τις Συνθήκες της Πανευρωπαϊκής Εγγύησης και τις οποίες ο κατασκευαστής LAB12 SMPC εγγυάται προς τον τελικό καταναλωτή. Οι όροι της παρούσας εγγύησης είναι πλήρως εναρμονισμένοι με τις διατάξεις της Οδηγίας 1999/44/EK, έτσι όπως αυτή ενσωματώθηκε στην ελληνική έννομη τάξη και δε θίγουν σε καμία περίπτωση τα δικαιώματα που παρέχονται στον καταναλωτή βάσει του εφαρμοστέου δικαίου.

**Lab12 reserves the right to change or modify any of the terms and conditions contained in this Warranty Statement, at any time and in our sole discretion. Any changes or modification will be effective immediately upon posting of the revisions on the Lab12 website, and you waive any right you may have to receive specific notice of such changes or modifications. In the event that there is a difference between this warranty and the provisions in any owner's manuals, warranty leaflets, or packaging cartons, the terms of this warranty, as published on the official Lab12 website, will prevail to the fullest extent allowed by law.**

### **For the warranty to be valid:**

1. The Warranty card, which is placed outside the box of the unit, must be filled out by the authorized seller with the Model of the device, Serial Number, Color, Date of Purchase, Customer's Name and Customer's Address, as well as the authorized seller's point sign.
2. A copy of the purchase receipt must also be attached to this card.
3. A photo of the completed Warranty card, along with the purchase receipt, must be sent to [contact@lab12.gr](mailto:contact@lab12.gr) by the end consumer within one month from the date of purchase.

### **What is Covered and how long this coverage lasts?**

Only **new** products purchased through an authorized Lab12 dealer, importer or distributor are entitled for warranty coverage. The Warranty is limited to the first original purchaser and is inapplicable for secondhand products. This warranty covers defects in materials and workmanship in this product for 5 years (or a 90-Days Limited Warranty for vacuum tubes) after the date of purchase or no later than 6 years of the date of shipment to the authorized Lab12 dealer or distributor, whichever comes first.

### **What is Not Covered**

This limited warranty does not cover any damage, deterioration or malfunction resulting from any alteration, improper or unreasonable use or maintenance, misuse, abuse, accident, neglect, exposure to excess moisture, fire, improper packing, and shipping (such claims must be presented to the carrier), lightning, power surges, or other acts of nature. This limited warranty does not cover any damage, deterioration or malfunction resulting from the installation or removal of this product from any installation, any unauthorized tampering with this product, any **Tubes Swaps, Repairs or Modifications** attempted by anyone unauthorized by Lab12, or any other cause which does not relate directly to a defect in materials and/or workmanship of this product.

This limited warranty does not cover vacuum tubes (after the 90-Day Limited Warranty), cartons, scratches on equipment enclosures, cables or accessories used in conjunction with this product.

### **What we will do to correct problem**

During the Warranty Period, we will repair or replace, at no charge, products or parts of a product that proves defective due to defects in materials or workmanship, under normal use and maintenance.

### **How To Obtain Service Under This Warranty:**

You are responsible for transporting your product to (as well as from, in the event that Lab12 finds no defect covered by this warranty) either Lab12 or an authorized point and for payment of all shipping charges. Lab12 will pay the return shipping charges (in the event you return the product to Lab12) if the repairs are covered by warranty, provided that, Lab12 reserves the right to choose the mode, the carrier and the timing of such return shipping (if Lab12 finds that there are no defects covered by this warranty, then you shall be responsible for all shipping charges).

Lab12 has authorized distribution in many countries of the world. In each country, the authorized importing retailer or distributor has accepted the responsibility for warranty of products sold by that retailer or distributor. Warranty service should normally be obtained from the importing retailer or distributor from whom you purchased your product. In the unlikely event that the technical service required is not possible to be fulfilled through the importer/distributor, this product must be returned to Lab12 main factory in Greece to fulfill the terms of this Limited Warranty at the purchaser's expense (except purchasers that purchase their product directly from our main facilities in Greece), along with the Warranty card and a copy of the proof of purchase for the product. As mentioned above, the Warranty card must list the date of purchase, the model, color and serial number of the product, the name and address of the purchaser and the authorized dealer/importer/retailer detailed sign. Additionally, you must provide detailed information on the symptoms or difficulties you have observed with the product's performance by completing a technical support form that will be provided to you by the authorized importing retailer, distributor or LAB12.

To obtain warranty service, you can also contact directly Lab12 at [contact@lab12.gr](mailto:contact@lab12.gr) or +30-2102845173, to determine the most appropriate solution for you. All warranty claims must be made in writing accompanied by the Warranty card and a copy of the proof of purchase.

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**Lab12 Single Member Private Company**

**[Contact@lab12.gr](mailto:contact@lab12.gr)**

**[www.lab12.gr](http://www.lab12.gr)**