**ANTELOPE AUDIO LIMITED WARRANTY**

**I. INTRODUCTION**

This is a Limited Warranty provided to end customers (hereinafter referred to as “customer” or “you”) who have purchased Antelope Audio-branded hardware products (hereinafter referred to as “Product”) from an authorized Antelope Audio re-seller or directly from the Antelope Audio on-line store.

For customers covered by consumer protection laws or regulations in their country of purchase or, if different, their country of residence, the benefits conferred by Antelope Audio's Limited Warranty **are in addition to, and not instead of, rights and remedies conveyed by such consumer protection laws** and regulations and **it does not exclude, limit or suspend buyer’s rights arising from consumer law**. Consumers have the right to choose whether to claim service under the Antelope Audio Limited Warranty or under their consumer law rights in front of the seller. The execution of the buyer’s rights under the legal guarantee in front of the seller shall not require any expenses for the buyer.

All claims made under the Antelope Audio Limited Warranty will be governed by the terms set out in this warranty document.

All claims made in front of Antelope Audio (as manufacturer) for products purchased through reseller will be considered as claims under this Limited warranty.

II. WARRANTY COVERAGE

2.1. Warranty Period and general coverage.

Antelope Audio warrants that the Product will be free from defects in material and workmanship for the period of 1 (one) year (“Warranty Period”) commencing on the date of purchase of Product by end-clients from authorized Antelope Audio’s reseller or directly from the Antelope Audio’s on-line shop at <https://antelopeaudio.com/> .This warranty extends only to end clients and does not extend to Retailers.

In general, this warranty means your Antelope Audio hardware product will operate in accordance with published technical specifications, as specified by its data sheet, and in the operating environment for which it was intended for the length of the warranty period. **This Limited Warranty covers only the hardware components packaged with the Product**. It does not cover technical assistance for hardware or software usage.

Any repaired or replacement Product will be warranted for the remainder of the original warranty period.

2.2. B-stock Warranty (Limited Factory Refurbished warranty)

Antelope Audio warrants products sold as “B-stock, Factory Refurbished or Open Box” to be free from defects in materials (unless otherwise stated in product description) and workmanship.

The B-stock Warranty is valid for the period of 1 (one) year, commencing on the date of purchase of the Product if local regulations do not require otherwise.

All warranty terms contained hereunder apply also to the B-stock Warranty unless otherwise specified in this section.

2.3. Exclusions

This warranty does not cover problems or damage resulting from, but not limited to, any of the following: (i) Wear and tear associated with normal use; (ii) Any modification, abuse, accident, disassembly, misapplication, misuse, negligence, acts of God, accident; (iii) Unauthorized repair or attempted repair by anyone other than Antelope Audio or someone authorized by Antelope Audio to do warranty work; any unauthorized repairs will void this warranty; (iv) Any improper operation, maintenance or installation, including any use not in accordance with any supplied product instructions; (v) Connection to any improper voltage supply; (vi) Use of consumables or spare parts not supplied by Antelope Audio; (vii) Any other cause which does not relate to a product defect in materials or workmanship.

This warranty does not cover:

(i)    Software products

(ii)    any Products which have been subject to misuse, neglect, accident or modification or which have been soldered or altered such that they are not capable of being tested under normal test conditions;

(iii)    any counterfeit products, i.e. Products that Antelope Audio, at its sole discretion, determines were not manufactured by Antelope Audio or any of its authorized manufacturing partners;

(iv)    Products purchased from a person or entity which is not an authorized dealer or re-seller of Antelope Audio;

(v)    Product sold “as is” or “with all faults”, to the extent permitted by local law;

(vi)    Products with altered or removed manufacturer label(s), serial numbers, date stamp(s) or warranty sticker(s).

2.4. Limitation of Liability

Antelope Audio shall not be liable for damages to other property caused by defects from Antelope Audio products, as well as for any special, incidental, indirect, or consequential damages whatsoever, including but not limited to loss of profits, revenue, or data (whether direct or indirect) or commercial loss for breach of any express or implied warranty on your product even if Antelope Audio has been advised previously of the possibility of such damages. Some local laws do not allow the exclusion or limitation of special, indirect, incidental, or consequential damages, so this limitation or exclusion may not apply in your jurisdiction.

It is your responsibility to backup any data, software, or other materials you may have stored or preserved on your unit. It is likely that such data, software, or other materials will be lost or reformatted during service and Antelope Audio will not be responsible for any such damage or loss.  Antelope Audio is not responsible for backing up or recovering any data that you may have lost.

Antelope Audio will not assume or authorize any other person to assume for it any other liability in connection with its products.

No Antelope Audio employee, dealer, re-seller, or other agent is authorized to make any modification, extension, or addition to this warranty.

III. ANTELOPE AUDIO UNDERTAKINGS

3.1. If we

(i)    receive your written notice of any nonconformity latest within fourteen (14) days of the expiration of the Warranty Period;

(ii)    you have returned the nonconforming product within 30 days of the expiration of the Warranty Period to the designated place with the original sales receipt attached, after Antelope Audio has given written authorization for return (please see the relevant procedure below); and

(iii)    Antelope Audio has confirmed that the nonconforming is a result of defects in material and workmanship and that none of the Exclusions below apply.

Antelope Audio will make best efforts to repair the Product at Antelope Audio’s expense, and if that is not feasible or is financially or otherwise unjustified, Antelope Audio may entirely at its discretion, either:

1) replace the Product at Antelope Audio’s expense with a product with equivalent functionality formed from new and/or equivalent-to new refurbished parts in good working condition, or

2) refund the price paid. Should Antelope Audio decide to refund the price paid, it may deduct from the paid Product’s price any damages caused to the Product.

3.2. Obsolete or Discontinued Products. An obsolete or discontinued product, which becomes defective within the warranty period will be repaired or replaced with the same product if available. If Antelope Audio is unable to replace your obsolete or discontinued product with the same product, Antelope Audio will replace the obsolete or discontinued product, in its sole discretion, with a product having a similar function and capacity.

All warranty terms, periods, and restrictions contained hereunder, including without limitation Section II, apply also to the obsolete or discontinued product, unless otherwise specified in this section.

IV. SHIPPING AND HANDLING CHARGES

The shipping and handling charges to return a product to the authorized reseller (if so instructed by us) or to Antelope Audio, and the risk of shipment loss or damages incurred in transit, are borne by the customer. You may be required to pay any other applicable tariffs, duties, taxes, or other fees with regard to returning the products. If a warranty claim is approved by Antelope Audio the return shipping to the customer is at our expense.

V. PACKAGING AND ACCESSORIES

To obtain warranty service, you must deliver the Product, freight prepaid, in its original packaging.

You must deliver the Product, together with all accessories and belongings.

Failure to return any of the accessories and/or to return the Product in its original packaging may result: (i) in a delay for repair and/or (ii) in an invoice for you for the missing accessories (in case of replacement) or repacking and/or (iii) even in the inability for us to repair the Product. Antelope Audio bears no responsibility for defeated or delayed repairs due to a lack of accessories.

VI. **E-WARRANTY REGISTRATION**

**13A.1.** To be eligible for warranty coverage Buyer needs to register for an e-warranty card following the instructions under the “My warranty” menu at the user’s account at <https://en.antelopeaudio.com/login/>.

**13A.2.**Buyer shall fill its particulars in the warranty sheet and complete the e-Warranty registration. The register will not generate an extra charge.

***13A.3.***Clicking on the “Add warranty” button and submitting your e-warranty registration form, means you have agreed to all the present Limited Warranty policies.

**13A.4.** Please retain the original purchase receipt for verification purposes when required. Uploading your purchase receipt during the e-warranty registration process does not release you from your duty to keep the original receipt. It will be required in case of a warranty claim.

VII. HOW TO MAKE A WARRANTY CLAIM?

If you encounter problems with your Antelope Audio device, please follow the below procedure:

(A)    Contact our technical support team at [https://support.antelopeaudio.com](https://support.antelopeaudio.com/)

Before submitting a warranty claim, we suggest you contact our technical support group or visit [http://www.AntelopeAudio.com/](http://www.antelopeaudio.com/) and review the support section for technical assistance. A simple fix for your problem may be found there.

(B)    Conduct troubleshooting with the help of our technical support team.

(C)    Contact the authorized reseller you have purchased the Antelope Audio Product from.

Valid warranty claims should be processed through your point of purchase. Please also verify the return policy directly with the retailer where you purchased your product.

\*Any warranty claims that cannot be reprocessed through your original point of purchase or are purchased through our online shop should be addressed directly to Antelope Audio.

\*\* For products bought after the 1st of October 2021, you will be required to register and fill in your e-warranty card (if you have not yet) in order to exercise your limited warranty rights.

(D)    Request a Return Material Authorization Number (RMA#)

Your authorized reseller will provide you with an RMA number following the receipt of your warranty claim and the RMA Number request.

If you have purchased your product from our online store, please send an e-mail with your warranty claim to: repairs@antelopeaudio.com, or submit a claim online at [https://support.antelopeaudio.com](https://support.antelopeaudio.com/)

In both cases, a valid proof of purchase is required for RMA processing (i.e. receipt, invoice, etc).

! Giving you an RMA number does not represent any acknowledgment or any other consent of Antelope Audio that there is a warranty-covered defect. The final assessment will be conducted after receiving the product.

We have multiple RMA receiving locations worldwide. Your RMA confirmation will specify the specific return address you must use when sending your RMA package. Any packages received at an unauthorized location may be refused and returned to the sender at the sender’s expense.

(E)    Returning Your Product

Together with the receipt of the RMA, you will receive return instructions. Follow these strictly.

! Please do not return the product without obtaining an RMA number first. Any product returned without a valid unique RMA# will be refused and returned to the sender at the sender’s expense. To avoid problems at the time of receipt, clearly write your RMA# on the outside of the package and include a copy of your RMA confirmation mail within the package.

Proper packing: The consumer is obliged to preserve and properly pack the Product, so as to minimize damage during transportation. When packing for a back return you shall use all original packing materials provided when you have received the Product. All damages caused to the Product due to improper packaging shall be covered by and at the expense of the Reviewer.

Products Lost or Damaged During Transit: All packages that arrive with any external damage or appear inadequately packed will be refused and returned to the sender at the sender’s expense. We are not responsible for damage incurred during shipping to our RMA receiving locations or for lost or stolen products.

Product accessories: The Product shall be returned together with all accessories, belongings, and documents, received upon purchase of the product.

(F)    RMA Processing. Following the receipt of the Products, the following will apply:

•    All products received go through individual visual inspection to ensure the products are genuine Antelope Audio products with all applicable labels intact and free of physical damage/abuse, which could affect the product being returned;

•    We also confirm the RMA#, which should be noted on the outside of the package;

! Packages with damage or that do not have a valid, unique RMA# clearly marked on the exterior or with missing accessories will be returned to sender at the sender’s expense;

•    After the inspection and if the Product is confirmed as properly received, processing of the claim will begin.

(G)    Non-Warranty Service

If it is determined that the Product does not meet the terms of our Limited Warranty, we will inform you accordingly. All shipping and handling charges to return a product to the customer shall be at your expense.

Your Product may still be repaired after explicit instruction of the customer and confirmation of the costs for repair.

VII. GENERAL

1. Antelope Audio is the trade name, under which the company Elektrosfera ltd., registered under the legislation of the Republic of Bulgaria with UIN: 131052590, is doing business and is worldwide known. Elsewhere in this document where the trade name Antelope Audio is used shall refer to Elektrosfera ltd., with the address of management:  Tsarigradsko Shose Blvd., 7th km, Building of BIC IZOT, floor 6, Mladost region, Sofia, Bulgaria.

2. This version of the warranty applies to products purchased on or after October 1st, 2021.. (previous update: August 19th, 2019) For prior versions of the Antelope Audio limited warranty, please contact customer service.

3. If any term hereunder is held to be illegal or unenforceable, it shall be severed from this warranty, and the legality or enforceability of the remaining terms shall not be affected.