

# Audio Products Group Warranty Form

Thank you for choosing one of Audio Products Group's (APG) quality products. We trust that you will enjoy the equipment which has been manufactured to the highest standard and specification.

For your protection we encourage all our customers to purchase from authorised dealers only. Those who buy from unauthorised sources risk significant problems when it comes to warranty, spare parts, software updates and ongoing service. The next time you buy a product from one of the brands represented by APG, please make sure your purchase is made from an authorised dealer. That way you can be guaranteed the best in service and support.

This warranty applies to purchases made in New Zealand or Australia only. Warranty is NOT VALID if the products have been purchased from an unauthorised dealer or unauthorised online E-tailer. Should service become necessary during the warranty period the owner should refer to our web site at: [www.audioproducts.co.nz/ServiceAgent.aspx](http://www.audioproducts.co.nz/ServiceAgent.aspx) (New Zealand) or [www.audioproducts.com.au/ServiceAgent.aspx](http://www.audioproducts.com.au/ServiceAgent.aspx) (Australia) for the name and address of the nearest Authorised Service Agent.

In order to obtain warranty service, the owner must **present the original purchase receipt** from an authorised APG Retailer with the product for repair to the authorised agent. For this reason we recommend you keep your purchase receipt in a safe place should it be required in the future. Warranty is offered on a carry-in basis only.

## WARRANTY CONDITIONS

Warranty only applies when the product has been installed and used in accordance with the manufacturer's recommendations under normal and reasonable care, and it does not cover: damage or failure resulting from faulty or improper installation, act of nature, abuse, use on incorrect voltage, alteration, accident, misuse, negligence or maladjustment. In addition reception problems arising from inadequate antenna systems, outside interference, mains supply problems, thunderstorm activity, infestation by vermin or insects, tampering or modification by unauthorised persons, incompatibility with other brand name equipment and accessories are also excluded.

Failure by the user to observe any recommended precaution noted in the Operating Instructions or exposure to abnormally harsh or corrosive conditions, or allowing any foreign objects or matter such as coins, liquids, pins, dirt etc to enter the product, will void the warranty.

Extended warranties (where applicable) are only valid if recorded on Audio Products Group website within 14 days of purchase. Audio Products Group does not take responsibility for any lost or missing postal registration forms.

### Register your warranty online at:

[www.audioproducts.co.nz/WarrantyRegistration.aspx](http://www.audioproducts.co.nz/WarrantyRegistration.aspx) (New Zealand product purchases only)

[www.audioproducts.com.au/WarrantyRegistration.aspx](http://www.audioproducts.com.au/WarrantyRegistration.aspx) (Australian product purchases only)

OR: Tear off either the New Zealand or Australian card (depending on country of purchase) below at perforation and post:

Specifically warranty will not apply to:

- General wear and tear due to usage
- Defects caused by modification, misuse or abuse or improper maintenance of the instrument
- Defects involving subjective personal likes or judgements
- Defects caused by accident or exposure to extremes of temperature or humidity which cause harm to the instrument
- Consumables such as batteries, cassette tapes and the like, for which replacement may be purchased as required
- Defects to styli, video or audio tapes, removable mass storage devices, audio recording and playback heads resulting from wear and tear during normal use
- Damage to audio recording or playback heads caused by the use of cleaning tapes or materials
- Damage caused by leaking batteries
- Repairs carried out by a non authorised person or service centre
- Lamp burn-out in projectors
- Software incompatibility or error
- Overdriving of speakers
- Connection, incompatibility and configuration issues within the user's networks or setups
- Faults or problems caused by software loading
- Any serialised product on which the serial number has been defaced, modified or removed
- Any installation, removal or transportation charges resulting from product failure

Audio Products Group is not liable for damages to other property caused by defects in its products, damages based upon inconvenience, loss of use of the product, loss of time or data, commercial loss or any other damages, whether real, incidental or consequential.

The benefits conferred by this warranty are additional to all other conditions, rights and remedies. Our goods come with guarantees that cannot be excluded under Consumer Law. You are entitled to a replacement or refund for major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be acceptable quality and failure does not amount to a major failure.

### Important Care Instructions on Taylor Guitars

Your guitar is constructed from solid wood that was carefully dried and seasoned (The Baby Taylor, Big Baby Taylor, GS Mini and 100/200 Series have a solid top and laminated back and sides). Solid wood will absorb moisture in wet climates and give off moisture in dry climates. In Australia, you will experience dry weather from time to time which could crack your guitar. If not taken care of properly, your guitar will crack. This damage is very serious and is not covered by warranty, but can easily be prevented by storing your guitar in its case and by using a sound hole humidifier.

### Customer care hotline

Australia: 1300 130 492

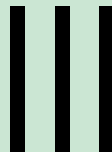
New Zealand: 0800 174 781

audioproducts

Group

Freepost Number.200094

Free



Warranty Card  
Audio Products Group  
PO Box 50540  
Porirua 5240

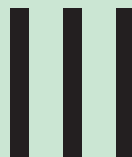
Warranty card for New Zealand purchases only.

### Delivery Address:

PO Box 150

MASCOT NSW 1460

No stamp required  
if posted in Australia



Warranty Card  
Audio Products Group  
Reply Paid 150  
MASCOT NSW 1460

Warranty card for Australian purchases only.

Commencing from the date of purchase. **Keep your original receipt as your Proof of Purchase.**

BRAND		WARRANTY PERIOD		SERVICE TYPE
AIPHONE		3 Years		Carry In
AKG Microphones and Headphones	(AUS ONLY)	2 Years	refer to note 7	Carry In
AKG Professional Microphones (as listed)	(AUS ONLY)	3 Years	refer to notes 7 & 8	Carry In
BIAMP		5 Years	refer to note 1	Carry In
BUDDA		5 Years	refer to notes 3 & 4	Carry In
CROWN Microphones	(AUS ONLY)	3 Years	refer to note 7	Carry In
DENON Professional Audio		1 Year		Carry In
DENON DJ (Warranty extension available)		1 Year	refer to note 10	Carry In
DNH Loudspeakers		1 Year	refer to notes 2 & 6	Carry In
MARANTZ Professional Audio		1 Year		Carry In
PEAVEY Electronics and Guitars		5 Years	refer to notes 3 & 4	Carry In
PEAVEY Speakers		5 Years	refer to notes 2, 3 & 6	Carry In
REVOLABS		1 Year		Carry In
ROLLS		1 Year		Carry In
TANNOY Speakers		5 Years	refer to notes 2, 6 & 9	Carry In
TANNOY Speakers (VXP Series)		5 Years	refer to note 2 & 6	Carry In
TANNOY Electronics		1 Year	refer to note 6	Carry In
TAYLOR Guitars	(AUS ONLY)	5 Years	refer to notes 4 & 9	Carry In
TOA		3 Years	refer to notes 2, 5 & 6	Carry In

- Key**
- Note 1. Excludes power packs which are covered for 12 Months.
  - Note 2. All speakers are not covered for misuse from overdriving, handling of drivers (woofer or tweeter)
  - Note 3. Excludes valves, tubes and bulbs which are covered for 90 Days.
  - Note 4. Excludes consumables such as strings, frets, fingerboards and finish. Also excludes fused string ground.
  - Note 5. Excludes mechanical parts such as cassette deck mechanism which are covered for 12 Months.
  - Note 6. Indicated power ratings refer to clean signal free from distortion, clipping and DC voltage.
  - Note 7. Excluding cables and connectors.
  - Note 8. For microphone models: C451B, C480B, C12VR, C414, C214, and all ULS capsules.
  - Note 9. All electronics covered by 12 Months warranty only.
  - Note 10. You can extend your warranty a further 12 Months to a total of 24 Months by registering your purchase online.
- New Zealand purchases only:** [www.audioproducts.co.nz/WarrantyRegistration.aspx](http://www.audioproducts.co.nz/WarrantyRegistration.aspx)  
**Australian purchases only:** [www.audioproducts.com.au/WarrantyRegistration.aspx](http://www.audioproducts.com.au/WarrantyRegistration.aspx)  
 Registration must be submitted within 14 Days of purchase to be eligible for the extra 12 Months.

**Register your warranty online at:**

[www.audioproducts.co.nz/WarrantyRegistration.aspx](http://www.audioproducts.co.nz/WarrantyRegistration.aspx)

**OR** complete this card and return to APG. *(New Zealand product purchases only)*

First Name \_\_\_\_\_ Surname \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Postcode \_\_\_\_\_

Email \_\_\_\_\_

Tel ( ) \_\_\_\_\_ Brand \_\_\_\_\_ Colour \_\_\_\_\_

Model \_\_\_\_\_ Serial No. \_\_\_\_\_

Purchase Date \_\_\_\_\_ Store Receipt No. \_\_\_\_\_

Place of Purchase \_\_\_\_\_

If you do not wish to receive any product information please tick this box

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**OR** complete this card and return to APG. *(Australian product purchases only)*

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Tel ( ) \_\_\_\_\_ Brand \_\_\_\_\_ Colour \_\_\_\_\_

Model \_\_\_\_\_ Serial No. \_\_\_\_\_

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If you do not wish to receive any product information please tick this box