

Complete Statement of the Product's Warranty and Return

HX Audio Lab warrants all defects in material and workmanship for three (3) years, covering parts and labor for the necessary repairs for new units. Demo, second-hand, or refurbished units may receive less than three years' warranty depending on the condition, which will be communicated at the front. No end-user maintenance is needed. In the initial 30-day period, HX Audio Lab will cover shipping fees from returns for under-warranty service. After the initial 30-day period, within the warranty period, the end user must pay shipping fees to and from HX Audio Lab. End users should retain and ship the products only using the original packing. Please contact HX Audio Lab to obtain a return or repair authorization. HX Audio Lab only accepts the return of products with prior approval.

The initial 30-day period is expected to start on the unit's arrival date to the end user, agent, or intermediary, and the warranty starts from the original date of sale, as stated in the sale invoice. A full refund of the purchase can only be authorized within the initial 30-day period, considering that the units are working correctly and aesthetically intact. The units must be returned using the original packaging, or the cost will be deducted from the refund. In the event of a complete refund request, the end user must pay shipping fees to HX Audio Lab.

HX Audio Lab shall not be liable under this limited warranty if any damage or defect results from (i) misuse, abuse, neglect, improper handling, shipping, or installation, (ii) disasters such as fire, flood, lightning, or improper electric current, (iii) repairs, service, or modification by anyone other than an authorized HX Audio Lab representative, (iv) damages from incorrect connection, operations without a ground connection, abnormal conditions, overly high humidity, power surges, liquid spills, or any other accidents, (v) normal aging (wear and tear) of the product.

To receive a warranty, the end user must retain the sale invoice or other proof of purchase. To obtain and activate the warranty, the end-user must email hadi@hxaudiolab.com stating their full name, address, serial numbers (located at the back of the units), and a copy of the original sale invoice or other proof of purchase within 30 days of the purchase. The product's warranty is transferable but not extendable after the second-hand owner contacted HX Audio Lab. No warranty extension will be granted for any replacement part(s) provided to the end user in fulfillment of this warranty.

Except as provided, HX Audio Lab is not liable for any loss, cost, expense, inconvenience, or damage that may result from the use or inability to use the product. Under no circumstances shall HX Audio Lab be liable for any loss, cost, expense, inconvenience, or damage exceeding the product's purchase price.

No dealer, agent, intermediary, or other representative is authorized to modify, extend, or add to this warranty.