

## WARRANTY

Snowsound® warrants to the original purchaser that our products are free from defects in material and workmanship for the useful life of the product.

### Exclusions

This warranty does not apply to damage sustained under the following circumstances:

- Normal wear and tear
- Damage caused during shipping
- Installation contrary to instructions provided by Snowsound®
- Alterations not performed or authorized by Snowsound®
- Exposure to excessive variations or extremes in heat and humidity including water saturation or exposure to strong chemicals
- Measurement or dimensional errors made on the part of the buyer
- Floor samples, display models or products used for test or rental purposes

This warranty does not cover costs or damage associated with the removal or reinstallation of products, the costs of packaging the product for an unauthorized return or, in the event a warranty claim is denied, the costs of returning the product.

Snowsound® will reimburse the return shipping cost and cover the shipping cost of the replacement product in the event of an authorized warranty claim.

### Disclaimer

This Warranty constitutes the entire obligation of Snowsound® and the exclusive and sole remedy available to you. This warranty supersedes any other representations and specifically disclaims any other warranties alleged to arise in the course trade. Except for the warranty provided herein, all products are sold "as is".

This warranty may not be modified, altered, or expanded by anyone including product distributors, dealers, sellers and/or representatives.

Snowsound® shall not be liable for incidental or consequential loss, liability, damage, or expense in connection with the installation of the product. The remedy for breach of the warranty is expressly limited to the replacement of product not complying with this warranty or at the sole election and discretion of Snowsound®.

Some states do not permit the exclusion or limitation of implied warranties or consequential damages, so the preceding limitations and exclusions may not apply to you.

In no event shall Snowsound® be liable under any theory of law (contract, tort, or otherwise, including negligence) for an aggregate amount exceeding the total original purchase price of the product subject to the warranty claim.

### Warranty Claim Process

To make a warranty claim, notify Snowsound® Customer Service. You must provide notice of your claim within thirty (30) days of first observing an issue that qualifies under this warranty.

While a warranty claim is in progress, buyer is prohibited from assembling or installing items that are being claimed under the warranty process.

We request that the claimant comply timely with reasonable requests and direction to preserve and allow inspection of the claimed defect including when requested, photographs or other evidence leading to the claim. Failure to comply with the foregoing, including resultant repair, removal, or replacement of the product prior to claim validation will void the warranty.

Following receipt and validation of a warranty claim, Snowsound®, as the sole remedy may at its option and discretion, either provide equivalent product to replace the non-conforming or defective product or refund the original purchase price of the product or a combination thereof.

To make a warranty claim, please contact Snowsound USA:

Snowsound USA  
10018 Santa Fe Springs Road  
Santa Fe Springs, CA 90670  
ATTN: Customer Service  
Email: [cs@snowsoundusa.com](mailto:cs@snowsoundusa.com)  
Telephone: (562) 903-9550