

BASSBOSS WARRANTY

SOUND DEFENSE - THE 'NO BLOW' COVERAGE PROGRAM

Sound Defense is a fully-transferable, enhanced warranty program that adds coverage of all driver components, including subwoofer voice coils, for two years.

With Sound Defense if a driver (woofer) fails within the program term, it will be repaired or replaced without charge. Shipping costs are not included.

ENHANCED COMPONENT WARRANTY

BASSBOSS self-powered loudspeaker electronic components, amplifiers and digital processors are warranted for a period of three years from the date of purchase, subject to the limitations outlined below.

STANDARD CABINET WARRANTY

BASSBOSS loudspeaker cabinets (wood, joinery and fasteners) are warranted for a period of 6 years from the date of purchase against defects in materials and workmanship, subject to the limitations outlined below.

It is our goal to provide trouble-free loudspeakers. That objective begins as part of the design phase but it continues on through to any service you may require. In order to be able to provide the lowest possible failure rate, the best possible warranty service and the fastest turn-around time, we request that you contact us immediately if you notice any problem with your system, but before you attempt any repairs.

We can usually provide the best and fastest solution if we know the details of the problem before any repair attempts are made. Warranty service is a service, and part of that service includes helping you prevent failures and minimize repair and shipping costs. While it is necessary for us to place limits on the warranty, we do so to discourage abuse and make it possible for us to use our discretion to provide superior service.

WARRANTY LIMITATIONS

During the warranty period, if your loudspeaker malfunctions or fails due to any defect in components or manufacturing, the failed parts will be repaired or, at our sole discretion, replaced. This warranty does not extend to damage resulting from improper installation, misuse, neglect or abuse. Warranty status will be determined upon inspection by BASSBOSS personnel.

This warranty does not cover labor other than that authorized and performed by BASSBOSS personnel. Service will be performed upon the return of the failed unit, together with its original sales receipt or other proof of purchase, to BASSBOSS or an Authorized Service Facility.

Purchaser is responsible for all costs of shipping and handling. Cosmetic damage is specifically excluded from this warranty. This warranty is rendered void if service, repairs and/or modifications are attempted or made by anyone not specifically authorized by BASSBOSS to perform said services.

Please contact BASSBOSS before attempting any repairs and before shipping parts in for service to receive an RMA number.

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

EXPORT WARRANTY

BASSBOSS products can be purchased worldwide. In countries without local BASSBOSS distributors, product requiring service must be shipped back to the US for warranty repairs. In most cases, the entire cabinet will not need to be shipped. Generally only the individual affected parts will need to be shipped to the factory for servicing. Please contact BASSBOSS before attempting any repairs and before shipping parts in for service.

SHIPPING AND PACKAGING

Please package your returns safely and securely. BASSBOSS does not cover damage that occurs in transit. Freight insurance is recommended.

BASSBOSS Service Information:

Email: support@bassboss.com

Phone: 855-822-7770 toll free

Website: bassboss.com/support

Thanks for your BASSBOSS purchase!