



# ALCHIMIST

## Warranty Policy

*Your Alchemist Product Protection Plan*

## Warranty Coverage

Alchemist Audio GmbH warrants all products against defects in materials and workmanship for a period of twelve (12) months from the original date of purchase. This warranty is provided to the original purchaser only and is non-transferable.

### What Is Covered

- Manufacturing defects in electronic components and circuit boards
- Defective connectors, switches, and control interfaces
- Firmware and software malfunctions present at time of manufacture
- Premature failure of internal components under normal operating conditions
- Cosmetic defects present at time of purchase (must be reported within 14 days)

### Warranty Period

The 12-month warranty period begins on the date of purchase as shown on the original receipt or invoice. Proof of purchase is required for all warranty claims. Products purchased from unauthorized dealers are not eligible for warranty coverage.



## Exclusions and Limitations

The following are NOT covered under this warranty:

- Damage caused by improper installation or failure to follow installation instructions
- Damage from water, moisture, or exposure to extreme temperatures
- Physical damage including drops, impacts, crushing, or bending
- Modifications, unauthorized repairs, or tampering with the unit
- Damage caused by use with incompatible equipment or power sources
- Normal wear and tear, including cosmetic deterioration over time
- Damage caused by electrical surges, lightning, or incorrect voltage
- Products with removed or altered serial numbers
- Consequential or incidental damages arising from product use

Alchemist's total liability under this warranty shall not exceed the original purchase price of the defective product.

## Warranty Claim Procedure

1. Contact Alchemist support via email at [warranty@alchimists.com](mailto:warranty@alchimists.com) or through your authorized dealer.
2. Provide your product model, serial number, date of purchase, and a description of the defect.
3. Include a copy of your original purchase receipt or invoice.
4. Our support team will review your claim and respond within 3 business days.
5. If approved, you will receive a Return Merchandise Authorization (RMA) number.
6. Ship the product to the designated service center with the RMA number clearly marked.
7. Alchemist will repair or replace the product within 15 business days of receiving it.
8. The repaired or replacement product will be shipped back to you at no charge.

### Contact Information for Warranty Claims

- Email: [warranty@alchimists.com](mailto:warranty@alchimists.com)
- Phone: +49 (0) 69 123 4567 (Mon-Fri, 9:00-17:00 CET)
- Website: [www.alchimists.com/warranty](http://www.alchimists.com/warranty)
- Address: Alchemist Audio GmbH, Service Center, Frankfurt am Main, Germany