



Denon Professional Manufacturer Warranty

WARRANTY:

ALL PARTS MUST BE SENT BACK WITH PRODUCTS FOR REPLACEMENT. (example: screws, manuals, brackets) IF NOT ALL PARTS ARE SHIPPED BACK A RESTOCKING FEE WILL BE CHARGED TO THE CUSTOMER. (example \$70.00)

Full replacement back within 30 days of customer purchasing product.

1 year parts & labor (portable products)

Portable products are warranted for a period of (1) year from the date of purchase by the end-user. If a portable product is found to be defective within the first 30 days of purchase, a new unit will be sent in replacement. If a portable product fails within months 2 through 12, call 1-866-405-2154 and speak with technical support. Technical support will give the customer instructions.

2 years parts & labor (installation products) Installation (rack mount) products are warranted for a period of two (2) years from the date of installation or purchase by the end-user. If an installation product is found to be defective within the first 30 days of purchase, a new unit will be sent in replacement. If the product fails in months 2 through 24, a certified B-stock unit will be sent in replacement or the unit may be sent to the Service Department in Itasca for repair.

Warranted against manufacturer defect for a period of two years parts and labor.

The following are not covered under warranty:

1. Damage, deterioration, malfunction or failure to meet performance specifications resulting from:
 - accident, acts of nature, misuse, abuse, neglect, or unauthorized product modification.
 - improper installation, removal or maintenance, or failure to follow supplied instructions
 - repair or attempted repair by non Marantz authorized agent
 - any shipment of the product (claims must be presented to the carrier)
2. Cleaning, check-ups with no fault found, or charges incurred for the installation, removal or reinstallation of the product.
3. Any serialized product on which the serial number has been defaced, modified or removed.
4. Batteries,
5. Accessories, including but not limited to, cables, mounting hardware and brackets, cleaning accessories, power cords and adapters.
6. Product purchased outside the US

This warranty may be enforced only the original purchaser.

PROCEDURE FOR HANDLING DEFECTIVE D&M MERCHANDISE

Phone #: 401-658-5766 Opt 2,4

- 1) End user (CUSTOMER) contacts D&M Technical Support to trouble shoot the problem. If unit is determined to be defective, D&M will refer customer back to Parts Express to obtain RA#.
- 2) Customer contacts Parts Express with Serial Number, Invoice Number, Date of Purchase and problem with unit.
- 3) Parts Express contacts D&M Tech Support to obtain RA# with the above information. D&M will issue RA# and advise of replacement or repair status. Contact Technical Support.
- 4) Customer is to pack merchandise carefully, (original carton preferred). Include original invoice, ship prepaid to manufacturer with RA# clearly marked on shipping label. DO NOT have customer ship unit to Parts Express.