



## **Yorkville Sound Warranty**

In Canada and the United States Yorkville offers an "EVEN IF YOU BREAK IT" two year unlimited warranty on most of it's products. This warranty has made us famous. Not only because of the fact that it is one of the few real warranties that protects the consumer rather than the company, but also because it wouldn't be possible for us to offer this warranty if our products broke down!! Rock solid design and construction will guarantee that your unit works when you need it to, but just in case...

### **UNLIMITED WARRANTY**

Coverage by the Yorkville two & ten year unlimited warranty is transferable and it is not necessary to register your name. If, for any reason, any product manufactured by Yorkville Sound should fail within two years (ten years on all wooden enclosure elements) of the original purchase date, we will repair it free of charge. This includes speaker products. Simply return the defective unit to your Yorkville dealer with original proof of purchase and it will be repaired free of charge. Freight charges and damages caused as a result of major accidents or natural disasters (such as fire, automobile wrecks, tornadoes, etc.) are excluded from this warranty.

### **EXCEPTIONS**

Yorkville's TX-Series products carry the same full warranty coverage, however, speakers & drivers are only covered against factory defects. Yorkville's YSM Series monitors & Coliseum Mini Series loudspeakers are covered by a two year transferable warranty against manufacturing defects. Traynor "International Series" guitar and bass amplifiers carry a two year transferable warranty against manufacturing defects.

This warranty is valid only in Canada or the United States of America. For more information on warranty coverage outside Canada & the United States of America please refer to our Distributor Listing or contact Yorkville Sound - World Headquarters.

## User Warranty Claim Procedure

As a Yorkville product owner who purchased the product in Canada or the U.S.A. you should be aware that there is an UNLIMITED 2-YEAR "EVEN IF YOU BREAK IT" WARRANTY on most of the products that we make. Furthermore, we don't care if you bought it from an authorized Yorkville dealer or if it was new when you bought it. As long as it is an electronic product or speaker system of our manufacture which was purchased by a dealer or end user as a new unit within the past two years, or first rented as a new unit within the past two years, you are covered. That's virtually all there is to it. What voids the warranty? Virtually nothing voids the warranty\*. In simple terms, if it needs repairs for any reason during its 2-YEAR warranty period, it is covered.

If you have difficulty determining whether or not something is still under warranty, simply note the manufacturing date contained in the serial number, then add two years to obtain a feasible expiry date. When there is no other proof, that is what we do. In our serial number system, the year of manufacture is the first digit, and the month is next two. For example, serial number "701---" would date from 1997, month 01 (January). A feasible expiry date would therefore be January 1999.

*\* As expressed on our warranty card "Freight charges and damages caused as a result of major accidents or natural disasters (such as fire, automobile wrecks, tornadoes, etc..) are excluded from this warranty."*

### HOW TO MAKE A CLAIM:

Simply contact the dealer you purchased the product from. If that dealer is either not willing to help, or is not an authorized dealer you can contact us directly. We strongly suggest that you try to keep the dealer involved. They have better access to shipping support, and are often able to fix the product locally, and file a warranty claim with us. This dramatically reduces down time.

We do not have "Authorized Service Centers" that are not in some way linked to a Yorkville dealer. If you must send merchandise back to us directly, we suggest you [contact us](#) first.

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