



KRELL WARRANTY INFORMATION

All Krell products have a limited warranty of **three years** for parts and labor on circuitry from the date of purchase extended to **five years** with submission of the Warranty Registration Card either online – [click here](#), or by mail within **60 days** of purchase.

Should these products fail to perform at any time during the warranty, Krell will repair it at no cost to the owner, except as set forth in this warranty. The warranty does not apply to damage caused by acts of nature.

The warranty on this page shall be in lieu of any other warranty, expressed or implied, including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose. There are no warranties which exceed beyond those described in this document. If this product does not perform as warranted herein, the owner's sole remedy shall be repair. In no event will Krell be liable for incidental or consequential damages arising from purchase, use, or inability to use this product, even if Krell has been advised of the possibility of such damages.

Proof of purchase in the form of a bill of sale or receipted invoice substantiating that the unit is within the warranty period must be presented to obtain warranty service. The warranty begins on the date of the original retail purchase, as noted on the bill of sale or receipted invoice from an authorized Krell dealer or distributor, or one year after date of manufacturer. Previously owned equipment, when re-purchased from an authorized Krell dealer or distributor, has the balance of the original warranty, based on the original date of manufacture.

The warranty for Krell products is valid only in the country to which they were originally shipped, through the authorized Krell distributor for that country, and at the factory. There may be restrictions on or changes to Krell's warranty because of regulations within a specific country. Please check with your distributor for a complete understanding of the warranty in your country.

If the unit is serviced by a distributor who did not import the unit, there may be a charge for service, even if the product is within the warranty period.

Freight to the factory is your responsibility. Return freight within the United States (U.S.A.) is included in the warranty. If you have purchased your Krell product outside the U.S.A. and wish to have it serviced at the factory, all freight and associated charges to the factory are your responsibility.

Krell will pay return freight to the U.S.A.-based freight forwarder of your choice. Freight and other charges to ship the unit from the freight forwarder to you are also your responsibility.

Krell is not responsible for any damage incurred in transit. Krell will file claims for damages as necessary for units damaged in transit to the factory. You are responsible for filing claims for shipping damages during the return shipment.

Krell does not supply replacement parts and/or products to the owner of the unit. Replacement parts and/or products will be furnished only to the distributor performing service on this unit on an exchange basis only; any parts and/or products returned to Krell for exchange become the property of Krell.

No expressed or implied warranty is made for any Krell product damaged by accident, abuse, misuse, natural or personal disaster, or unauthorized modification.

Any unauthorized voltage conversion, disassembly, component replacement, perforation of chassis, updates, or modifications, performed to the unit will void the warranty.

The operating voltage of the unit is determined by the factory and can only be changed by an authorized Krell distributor or at the factory. The voltage for this product in the U.S.A. cannot be changed until six months from the original purchase date.

In the event that Krell receives a product for warranty service that has been modified in any way without Krell authorization, all warranties on that product will be void. The product will be returned to original factory layout specifications at the owner's expense before it is repaired. All repairs required after the product has been returned to original factory specifications will be charged to the customer at current parts and labor rates.

All operational features, functions, and specifications and policies are subject to change without notification.

Non-Warranty Terms

Terms and Conditions of Krell In-House Service

Estimates

Krell Industries, LLC reserves the right to request payment in advance, including shipping charges if appropriate, for any out-of-warranty product service. Estimates will be provided, with a +/- 20% margin of variability. Payment requests will be based on these estimates, and can be paid by cash, check, money order, PayPal, or credit card (Visa, Mastercard, AMEX, or Discover). Following receipt of payment, service will commence.

Customer Declines to Repair

Every effort will be made to reach the Customer in a timely manner with an initial service

estimate via telephone, fax, e-mail and (failing contact in those modes) regular mail. If the Customer wants the unit(s) returned rather than repaired, a minimum of 2 hours labor (at the current service rate) will be charged in addition to applicable shipping charges when appropriate. Prepayment of all charges will be required prior to release of the unit(s). Payment can be cash, check, money order, PayPal, or credit card (Visa, Mastercard, AMEX, or Discover).

Storage Charge

All unit(s) will be held for 30 days from any (form of) successful notification date with no storage charge. If there has been no response from the customer following 30 days, there will be a storage charge of \$25.00 per day until the Service Department is notified that the Customer wants the repair completed or the unit returned. If the Customer wants the unit(s) returned, a minimum of 1 hours labor (at then current service rate) will be charged in addition to a storage charge and applicable shipping charges when appropriate. Pre-payment of all charges will be required prior to release of the unit(s). Payment can be cash, check, money order, PayPal, or credit card (Visa, Mastercard, AMEX, or Discover). The Customer who does not respond to the Service Department within 150 days following the commencement of storage charges is assumed to have relinquished ownership of any aforementioned unit(s) to Krell Industries, LLC.

Notice of Completion

Customers will be notified upon the completion of repairs, and of any service cost adjustments on their unit(s). Every effort will be made to reach the Customer via telephone, fax, e-mail and (failing contact in those modes) regular mail. The serviced item(s) will be held for 30 days from the mail notification date with no storage charge. Following 30 days, there will be a storage charge of \$25.00 per day. This storage charge plus any additional service charges must be paid prior to release of the unit(s). Payment can be cash, check, money order, PayPal, or credit card (Visa, Mastercard, AMEX, or Discover). The Customer who does not respond to the Service Department within 150 days following the commencement of storage charges is assumed to have relinquished ownership of any aforementioned unit(s) to Krell Industries, LLC. Service work performed by Krell technicians is warranted for a period of 90 days commencing from date of return shipping.

Krell Industries, LLC reserves the right to change its Terms and Conditions of In-House Service at any time.