



Chord Electronics Ltd.

Warranty Policy

Point of purchase guarantee:

As a Chord Electronics customer, you can be sure that when you purchase our products, should anything go wrong, then we're here to help. Every product that we ship to a Chord Electronics distributor/retailer comes, as standard, with our point of purchase guarantee and a warranty to cover any material defects, unexpected faults or poor workmanship. The length of the warranty can be found on each product's partnering webpage. Typically for accessories, it is 30 days, one year for portable products, three years for transportable products and five years for desktop and full-size components. This is in addition to your statutory rights.

Warranty policy:

Your warranty will begin from the initial date of purchase from an authorised Chord Electronics retailer and is transferable to a new owner providing that the original purchase receipt is provided and that the product was new and was not a reconditioned, demonstration or ex-display model, however. The warranty is only valid within the region of original purchase. The warranty covers the product itself and not any of the accessories contained. In the event of a fault, you must immediately switch off the component, including any connected equipment and discontinue use. If you need to act upon your warranty, contact your Chord Electronics retailer who will perform the necessary duties on our behalf. They will diagnose any issue and provide any

assistance to offer a reasonable support. This may involve: taking further steps to diagnose an intermittent fault including recording any issues which may be shared with Chord Electronics; sending your item to an approved Chord Electronics service centre; sending your item to Chord Electronics directly at The Pumphouse in England; sending out a replacement part or replacing the item entirely. Naturally, Chord Electronics will not cover the repair of a fault caused by partnering equipment, acts of God, incorrect handling, rough shipping or any unfortunate accidents, such as liquid spillages. Should customers attempt to repair a faulty product without success, we will class the repair as chargeable, as any attempted work can have a domino effect on the components around it. With this said if, upon inspection, a fault is discovered that is deemed not to be as a result of a material defect or issue with workmanship, then customers will be informed that the repair will be chargeable. Customers will be provided with the reason and the cost to repair before the work is carried out. Whilst customers have the option to initiate the repair with the associated costs or arrange a repair, please do not leave the repair too long after receiving the quote; after 365 days of storage, we will archive the device and it will not be returned.

With the exception of accessories, all Chord Electronics devices ship with a unique serial number. This serial number guarantees that customers are receiving a genuine Chord Electronics product, links the warranty to an individual, identifies the origin, and allows us to confirm whether it may be black-listed as a stolen item. If an item is sent for a warranty repair without a serial number or it has been defaced or modified, then we reserve the right to refuse the repair. In this event, we will seek other methods to identify the unit and may offer other options to repair the unit.

Notable policy exclusions:

Metalwork: During the production process, both black and silver finishes are anodised. We do this to protect the finish, however, aluminium is a natural product which, over time, will develop its own character with a patina. Depending on the environment that the product is placed in, the finish can dull, brighten, or develop character with scratches and marks. This is an entirely expected process and is not covered by the warranty.

Power supplies: All mains-operated Chord Electronics products will be supplied with the appropriate charger or power supply. It is important that customers only use those that we include within the package. Use of a third-party power supply can provide the wrong voltage or current to our devices

and damage them, even if this is not initially noticeable. Use of a third-party power supply will immediately void your warranty.

Third-party connected equipment:

In the unlikely event of a fault, Chord Electronics does not cover or warranty against any consequential and incidental damage caused to or by connected equipment, property or persons.

How to get service:

We have hand-selected our retailers to provide the best service possible. This isn't just through the purchasing process, but also any after-sales support, including warranty returns or repairs. To initiate the process simply inform your original Chord Electronics retailer of what's happening and they'll step in and take care of everything for you.

What happens at the end of the warranty?

At the end of the warranty period, you will no longer be able to claim free-of-charge repairs against materials and workmanship and the above policy will be void, however, we will always do our best to accommodate you and your product. We keep enough stock to service products that are decades old and we charge a fair rate for materials and labour.

Registering your product:

In order to experience the best aftercare and to ensure that your purchase is noted by us in the event that you need to use your warranty, we highly recommend registering your product. You can register your product by visiting the following link: <https://chordelectronics.co.uk/register-product/>