

## Warranty

- All Naim products come with a two year manufacturer's warranty which covers manufacturing defects only. Warranty includes parts and labour.
- Warranty begins from the point of purchase by the end user.
- Damage or defects caused by neglect, misuse or accidents is not covered. This includes any modification or customisation of the product once it leaves the factory.
- In the event of the fault occurring within four weeks of purchase, Naim will offer an advance replacement service through the retailer.
- In the event of the fault occurring after the initial four week period, but within Warranty, Naim will offer a repair service via the official Naim Audio Service Centre. If the product cannot be repaired, Naim reserves the right to exchange the product with either a new or "Grade A Refurbished" product.
- All returns to Naim must be via a Naim RMA and an authorised retailer.
- Proof of purchase will be required for all repair claims covered within the warranty period. If valid proof of purchase cannot be provided, Naim reserves the right to charge for any works carried out on the product.

## Extended Warranty

- For UK customers, Naim offers an extended three year warranty on selected product lines (giving a five year total warranty).
- For the extended warranty to be valid, customers must register the product with Naim within six months of purchase. Any registration outside of the six month window will not be eligible for extended warranty.

## Transfer of Warranty

- In the event of a change of ownership during the product's life, only the basic two year warranty will be transferred to the new owner.
- Extended warranty is non-transferrable.

## Non-warranty repair

- For out of warranty repairs and repairs not covered by manufacturer's warranty, Naim offers repair packages to cover the product throughout its full lifetime. Naim will also continue to offer service packages throughout the life of the product.
- Service and repair prices vary by product, please contact your authorised retailer for up-to-date pricing.