

Apt-GB Warranty Statement

Please note: For all warranty and service enquiries Apt-GB will only deal directly with Distribution Partners and Dealers and not third party or end users. All Apt-GB products, and the parts thereof, are warranted to be free of defects in materials and craftsmanship for 12 months. All damages and invoice queries must be reported to Apt-GB within 48 hours of receipt. Any returns or credit must be authorised and will contain a 20% surcharge unless agreed otherwise.

The warranty period will commence on the date of original purchase as stated on the invoice. Within the period of its warranty, Apt-GB will replace or repair any Apt-GB product that is defective in material or craftsmanship at no cost. This warranty is exclusive and no other warranty is expressed or implied. This warranty does not affect your statutory rights.

Warranty Exclusions

Damage due to improper mounting or incorrect installation. This includes damage to any installation accessories e.g. wall brackets, yokes, etc.

Any damage caused by improper connection or use of a product outside of its operational specifications. This includes damage due to improper signal processing, amplification and over voltage damage.

Defects caused by unauthorised modifications, improper use, negligence, exposure to inclement weather conditions, act of God or accident, or any use of this product that is not in accordance with the instructions provided by Apt-GB.

Damage due to wear and tear sustained during normal use.

Apt-GB cannot be liable for consequential damages.

Warranty- Advanced Replacement Procedure

Where possible, Apt-GB will always endeavour to repair, at no cost, any defective product that is under warranty. Where this is not possible (e.g. time sensitive situations) Apt-GB can issue replacement goods or parts to the exact specification or of a specification close enough to that of the faulty goods, on an advanced replacement basis. The replacement goods will either be new product or of B-stock standard (of a similar standard to the used, defective items).

Advanced replacement goods will be invoiced in full. The defective goods will be inspected once returned by Apt-GB staff or an Authorised Service Representative. If the failure modes are not covered under the warranty, or are as described in the 'Warranty Exclusions' section of this document, the invoice for the replacement goods becomes payable and the user has to collect the defective goods. If the product failed due to defective material or bad craftsmanship, the invoice for the replacement goods will be credited in full and the defective goods will remain the property of Apt-GB.

Advanced replacement goods are invoiced as per the client's existing agreed payment terms:

Apt-GB Service Procedure (Non-warranty)

Apt-GB must be contacted in advance to arrange a service charge for all after sales service support, including evaluation and repairs.

Apt-GB or an Authorised Service Representative will contact users to report on failure modes, associated costs and lead times before any repair work is carried out.

If the client does not accept the proposed service / repair charges Apt-GB will invoice the client for a minimum one hour labour charge plus return shipping, all payable before the goods are returned.

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Shipping Costs

Apt-GB will cover the shipping costs of sending replacement goods out for all valid warranty claims. The user will cover the shipping costs of returning the defective goods.

The user will cover the shipping costs for non-warranty service goods to and from Apt-GB or an Authorised Service Representative.