

SUPPORT

TRADE AND SHIPPING

Acoustic Preference products can be purchased by authorised distributors in your country, ensuring that our customers receive the highest level of sales activity (Listening to Acoustic Preference products in test rooms, perfective information support...) and, of course, complete service and warranty assistance.

As long as Acoustic Preference doesn't already have an authorised distributor in your country, you can purchase our products directly from our website. In the case of internet sale, the Acoustic Preference team will provide you with all needed information as well as product and warranty service.

For more information regarding prices, click on the "price info" link on the product presentation section of our website and fill in the attached form. You will receive a response very shortly following your inquiry. Products can be purchased on the website only in the case that Acoustic Preference doesn't have an authorised distributor in your country. You can make your payment through PayPal or to our co-operator who can ship to any EU country.

For online purchases, we allow 45 days to return any purchased Acoustic Preference product. In this time, you can test our product with your home hi-fi system, and if the product suits your needs, we are sure you will enjoy its superb performance for years and years to come. If not, you can pack it back into its original Acoustic Preference package, send it back to us undamaged, and you will receive a full refund deposited into your bank account within 14 days. Only shipping costs will be deducted from the original sum. For details about product returns see the "Warranty" section on our website, or contact us through e-mail.

All Acoustic Preference products are specially packed using high-quality materials. Larger and heavy products are packaged in a wooden box with inner protective packaging to prevent possible damage caused by long distance shipping.

SERVICE AND WARRANTY TERMS

All service needs are, at the time of purchase, guaranteed and will be carried out by the manufacturer. Acoustic Preference product owners are not responsible for shipping costs if a problem occurs while the warranty is still valid (provided all terms and conditions in connection with the Acoustic Preference warranty are met). For detailed information, see the "Warranty" section.

Acoustic Preference official distributors will ensure permanent, top quality service, supported by quality materials and technical help from Acoustic Preference product specialists. What's more, we are confident that the servicing of our products will rarely be needed.

All servicing parts will be available for at least 7 years after the termination of production of a particular product. In the case that a needed part has stopped being produced, we will find a suitable substitute that shall be of equal quality to the original part.

WARRANTY TERMS

Acoustic Preference products are manufactured from the highest quality materials and components selected with maximum care. State-of-the-art technical and design solutions are also taken into account. Acoustic Preference products are extensively tested with lots of care and precision and must pass rigorous quality control standards to ensure first-class service and delights to all customers.

Any Acoustic Preference product not performing satisfactorily may be returned to the factory with a full money-back guarantee within 45 days of purchase provided it was purchased directly from Acoustic Preference (if returned, customer is responsible for shipping charges).

An Acoustic Preference warranty protects the original retail purchaser (parts and labour), for a period of five (5) years starting from the date of purchase, from any failure resulting from original manufacturing defects.

A valid and registered serial number is required for warranty coverage. This warranty is transferable to subsequent purchasers within the original five-year period. If a used Acoustic Preference product is sold to a new customer before warranty expires, he must re-register the product on the Acoustic Preference website or by regular mail to claim the rights of the Acoustic Preference warranty. To do this, simply send us, by e-mail or regular mail, your full address and product model and serial number.

TERMS AND CONDITIONS

1. This warranty is only valid in the case of defects in materials and/or workmanship at the time of purchase.
2. Warranty will not be accepted:
 - for damages caused by any use other than correct use described in the user manual,
 - for damages caused by incorrect installation, connection or packing,
 - for negligence, modifications, or use of parts that are not made or authorised by Acoustic Preference,
 - for damages caused by faulty or unsuitable ancillary equipment,
 - for damages caused by accidents, lightning, water, fire heat, war, public disturbances or any other cause beyond the reasonable control of Acoustic Preference,
 - for products whose serial number has been altered, deleted, removed or made illegible,
 - In cases that repairs or modifications have been executed by an unauthorised person.
3. Return authorisation must first be obtained by either calling or writing to Acoustic Preference customer support prior to shipping the product. When obtaining return authorisation, please be prepared to provide the model, serial number, and a complete, explicit description of the problem. A copy of the original, dated Bill of Sale must be included to confirm warranty status.
4. Shipping and Transfer of Risk: The customer is responsible for shipping charges to the factory. The risk is transferred to the buyer as soon as the shipment has been taken over by the forwarder/forwarding agent or has left the seller's warehouse for shipment. If shipment is delayed on request of the buyer, the risk is transferred to the buyer at the time of shipping notice.

Please always retain the original packing materials. Acoustic Preference products must be properly packaged (in their original packing materials whenever possible) and the proper return authorisation must be visible on the outer carton for easy identification. Improper packaging may lead to unnecessary freight damage that is not covered by either the freight carrier or the warranty. Acoustic Preference knows that you care how information about you is used and shared and we appreciate your trust in us to do that carefully and sensibly. We oblige, that your send information will be handled with upmost care and in accordance with EU personal data protection acts.

PRODUCT REGISTRATION

It is recommended that all purchasers of Acoustic Preference products register their item for settling service and warranty procedures, as well as receiving news about product improvement, upgrades and information about new products. For these reasons, it is recommended that not only first owners, but also second-hand product owners register their Acoustic Preference product.

Registration is also useful if you purchased the product from a dealer who is no longer our official distributor or if you purchased the product on our website. In these cases, Acoustic Preference will arrange all your service and warranty necessities.

For product registration, click on the link "registration form" on the left menu bar, fill in and send us the requested information and you will be added to our product owner database. The Acoustic Preference team will make their best effort to satisfy your wishes and expectations

RECIEVE OUR MAIL NEWS

If you find our products interesting and would like to receive company news or information and tests about our products, please add yourself to our

mailing list by filling in the attached registration form on the left menu bar.

SECURITY

Acoustic Preference knows that you care how information about you is used and shared. We appreciate your trust in us, and we assure that your personal information will be handled with utmost care and in accordance with EU personal data protection acts.