INFORMATION

Product Warranty

Terms & Conditions

1. Warranty Period

- Standard Coverage: This limited warranty remains in effect for a period of 5 years from the original date of purchase by the first end-user customer (the "Warranty Period"), as verified by the original sales receipt or invoice.
- Refurbished / B-Stock Items: Covered for 1 year from the date of purchase unless otherwise stated in writing.

2. What is Covered (Scope of Warranty)

The manufacturer warrants that the product will be free from defects in materials and workmanship under normal and proper use in a professional or commercial environment. Covered remedies include:

- Repair or replacement of defective internal components or circuit boards at the manufacturer's sole discretion.
- Parts and labour required to restore the product to proper working order.

3. What is NOT Covered (Exclusions)

This warranty does not apply to damage, malfunctions, or failures resulting from:

- Normal Wear and Tear: Faded finishes, scratch marks, worn faders, knobs, potentiometers, or routine cosmetic deterioration.
- Power & Signal Abuse: Excessive voltages applied to power or signal terminals, amplifier clipping damage caused by continuous over-driving, square-wave signals, or improper impedance matching.
- Improper Biasing or Servicing: Damage caused by incorrect internal biasing, unauthorised modifications, or service performed by non-certified technicians.
- Environmental & Fluid Damage: Exposure to extreme temperatures, high humidity, moisture, liquid spills, salt air, or corrosive environments.
- Physical Impact: Damage caused by dropping, rough transit, or accidents.
- Consumables & Accessories: Fuses, batteries, power cords, and included software or external media.

4. Limitation of Liability

- To the maximum extent permitted by applicable law, the manufacturer's total liability shall not exceed the original purchase price paid for the product.
- The manufacturer is not liable for any consequential, incidental, special, or indirect damages (including loss of audio production time, missed live events, loss of revenue, or rental replacement costs).

5. How to Obtain Warranty Service (Claims Procedure)

- Return Merchandise Authorisation (RMA): Before shipping any gear, contact support@nstaudio.com to obtain an RMA number. Packages received without a visible RMA number may be refused.
- Shipping Costs: The customer is responsible for inbound shipping costs to the authorised service centre. The manufacturer will cover return shipping for valid warranty repairs within the primary region.
- Packaging: Products must be shipped in their original factory packaging or equivalent heavy-duty protective packaging. Damage incurred due to inadequate packing is not covered.

  Return shipping address:

  NST Audio Ltd.
  Unit 4C Seph Way
  York Road Industrial Park
  Malton
  North Yorkshire
  YO17 6YF
  United Kingdom

[ENDS]

Copyright NST Audio 2026. Registered in England: 8900388