

# Warranty Program

## Sound Masking Systems

All parts and components of the Soft dB Sound Masking Systems are covered under warranty for a period of five (5) years from the date of project completion which is the date when the project is calibrated by a Soft dB approved employee or sub-contractor. All components of the system will be free from defects in material or workmanship and will function under normal use and service in accordance with specifications for five (5) years. At its discretion, Soft dB will either repair or replace components without charge.

### Warranty Limitations:

- Warranty begins at date of original purchase.
- Warranty applies only to use in country for which appropriate government compliance is noted on the controller.
- In no event, Soft dB will be liable for incidental or consequential damages.

### Warranty is Void if:

- Serial plate is defaced.
- Product has defect or damage due to alteration, connection to an improper electrical supply, shipping & handling, accident, fire, natural disaster or other conditions beyond the control of Soft dB.
- Product has not been installed according to Soft dB's installation guideline.

### Warranty Claims:

- During the five (5) year warranty period, the buyer may contact directly Soft dB for a Return Merchandise Authorisation number (RMA). Upon obtaining an RMA number, the defective product component(s) may be shipped to Soft dB.
- Repaired or new component(s) will be shipped back by Soft dB generally within 5 to 10 business days.