

Adam Hall North America RA Policy

(Effective 12/01/2023)



The Adam Hall Service Department implements the policies for RA's and service procedures.

Please contact service.us@adamhall.com in all circumstances for any return/repair process.

We are more than happy to assist with troubleshooting and other insights before committing to an RA number.

As our sales department does not handle RA's, we kindly ask that you respect this policy and refrain from requesting RA's from our salespeople

If the RA process is found to be necessary, it will need to meet the criteria outlined below. We reserve the right to refuse any return from unauthorized, third-party resellers.

Please review the Adam Hall brands with their corresponding Warranty times below. Any item purchased outside of this window will have to be processed as an 'Out of Warranty' repair.

- LD Systems – 2 Years
- Gravity Stands – 5 Years
- Palmer Audio – 5 Years
- Defender Cable Ramps – 5 Years
- Hofner Guitars & Basses – 2 Years *
- EBS Professional Bass Equipment – 2 Years
- Mad Professor Pedals – 2 Years
- Maton Guitars – 2 Years *

We **will NOT accept** returns or repairs under the following circumstances:

- Products that have not been paid in full.
- Discontinued products (after 90 days of the product being discontinued)
- Products serviced by a third-party not approved by Adam Hall will be void of warranty.
- Products that have been opened and attempted to be serviced by the customer will be void of warranty.



Dealer Policy

The following policy applies only to dealers authorized by Adam Hall North America.

- 1- When requesting an RA, please have a copy of your Invoice attached to your email. This must be the invoice that the possibly defective item was purchased on. Having a copy of the invoice already attached to the request will streamline the RA process exponentially. If you cannot locate a copy of your invoice, a PO or Invoice number will work just as well.
- 2- Failure to provide an Invoice/Invoice Number/PO Number will result in delays or even invalidation of your repair/replacement. Your Invoice **is your warranty registration** and is invaluable if an RA is needed.
- 3- Adam Hall North America does **NOT** accept returned items for credit unless permission is given. If any product is returned by a dealer without this permission, the product will be refused by our warehouse and the dealer will be charged for the shipping back to them.
- 4- Any return of product for credit is subjected to a **15% re-stocking fee**.

Please see below for a quick look at what to expect during the evaluation of your RA request:

- 5- Your request will be classified as “Pending” until we establish a status of “Under Warranty” or “Out of Warranty”. This will be established based on the information you provide.
- 6- Should a defect be found to fall under our warranty, the item will be repaired at one of our authorized repair facilities and sent back to the customer. A copy of the original invoice with date of purchase **MUST** accompany in-warranty items.
 - a. Shipping both ways will be covered by Adam Hall North America.
- 7- If a defect falls under warranty, but is non-repairable, a credit will be put on the customer/dealers account for the defective item and that credit can be used to purchase a replacement. The defective unit will either be recalled back to our warehouse, or we will ask that the unit be disposed of in a responsible manner.
 - a. Shipping both ways will be covered by Adam Hall North America.

- 8- If a defect falls under warranty but can be repaired by the dealer using our spare parts library, the part will be sent to the customer, free of charge. (This applies only if the customer/dealer has repair experience and is comfortable with conducting the repair themselves).
 - a. **PLEASE NOTE:** If the customer opts to attempt the repair and it does not resolve the issue or they damage the unit further, the product's warranty will be rendered null-and-void.

- 9- Defects determined to be out of warranty (see "Limited Warranty" below) may still be repaired by one of our authorized repair facilities and returned. However, it is the customer/dealer responsibility to pay for the associated shipping and labor, including any parts necessary to bring the unit to working condition.
 - a. Customer/Dealer will be contacted to authorize the charges for the repair by the repair center the unit was sent in to. Shipping both ways are the responsibility of the customer/dealer.
 - b. Labor charges are decided by the repair center. Please consult with the repair center you have sent the unit in to.
 - c. Customer/Dealer will pay for the shipping and diagnostic fee if they choose not to authorize the repair.

- 10- Any items that are determined to be in perfect working condition will be returned to the customer/dealer and their account or credit card on file will be charged for both the shipping and labor associated with making the diagnosis.
 - a. Products that are drop-shipped from our facility are part of this policy. Once the unit is drop shipped, it becomes the Dealer's property and any returns will fall under their individual return policies. Items identified as "customer remorse" are the property of the dealer and will not be accepted for return.

- 11- Any defects and damage due to insufficient packaging are not covered under warranty.
 - a. "Sufficient packaging" is defined as an outer carton with cushioning materials that will prevent movement of the item within the package and absorb any normal impact to the package during shipping. Carton(s) must be sealed and have the invoice AND the SRA form from the repair center enclosed (if requested).
 - b. Failure to provide requested paperwork will result in delays.

End User Policy

The following policy applies to end users who have purchased an Adam Hall product thru an authorized dealer of Adam Hall North America.

We encourage you to communicate with your dealer prior to contacting Adam Hall North America for service requests. Any products that have been drop-shipped to you by Adam Hall will still fall under the return policies of the dealer where the item was purchased.

Please have your receipt/proof of purchase attached to your email as this will streamline the RA process exponentially. A proof of purchase must have the following information:

- Store/Location of purchase.
- Date of purchase.
- Cost of item.
- Any discounts taken.

All other terms and conditions on Dealer Policy also apply to end User Policy (paragraphs 1 to 10).

Limited Warranty

This warranty extends to the Adam Hall North America family of brands. The statutory warranty rights against the vendor shall not be affected by this warranty. Rather, this warranty gives the customer/end user additional independent claims against Adam Hall.

With this warranty, Adam Hall North America ensures that products you have purchased, under normal use, are free of defects in material or workmanship for the previously states warranty period (see above). The specified duration of the warranty period is valid within North America and only if the product is purchased thru an authorized Adam Hall North America dealer. Other countries warranties may vary.

The warranty period begins on the date of purchase. You are entitled to warranty service under the conditions and provisions set out in this document if a repair within the warranty period is required. This warranty applies only to the original purchaser of the products supplied by Adam Hall and is not transferable to any person to whom the property is transferred by the original purchaser.

Within the warranty period, the defective parts or the product from Adam Hall will be repaired or replaced. Under the terms of this warranty, all the replaced or removed components become the property of Adam Hall.

In the unlikely event that a product acquired from Adam Hall, repeatedly exhibits a defect, Adam Hall may decide, at its discretion, to replace this product with a comparable product of at least the same performance.

Adam Hall does not guarantee that the operation of this product will be uninterrupted or error-free. Adam Hall accepts no responsibility for any damage due to incorrect compliance with the instructions received in the delivery.

This warranty does NOT extend to the following:

- Wearing Parts (ie batteries, tubes, etc).
- Guitar strings
- Speaker components (diaphragm, cone, magnet, Voice Coil, suspension, terminals and connectors).
- Products that have had their serial number removed, damaged, or failed as a result of an accident.
- Inappropriate, abusive use or other external causes.
- Products that were not used in accordance with the operating parameters defined in the user documentation shipped with the product.
- Products that have been repaired using parts not made or distributed by Adam Hall.
- Products that have been serviced, modified, or repaired by someone other than Adam Hall or an authorized service partner.
- Products sold thru unauthorized third-party resellers (eBay, Reverb, auctions etc.)
- Any dealer with a third-party reseller store must report it to Adam Hall North America so it can be verified with our service department.

These terms and conditions constitute the complete and exclusive warranty agreement between you and Adam Hall regarding the Adam Hall branded product you have purchased.

For any further questions, please reach out to service.us@adamhall.com or call the office/leave a message at 1 (973) 335-7888.