

# **SUPRO**<sup>®</sup>

## **Amplifier Warranty**



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# 1. Supro Warranty Policy

## 1.1 USA/Canada Warranty

To Validate the Warranty on your Supro tube amplifier, please register the product online at <http://suprousa.com/warranty/>.

This warranty applies only to the original retail purchaser when this amplifier is purchased from an Authorized Supro Dealer and is subject to the limitations set forth herein.

*Important:* Please **retain your original sales receipt**, as it is your proof of purchase validating this limited warranty.

This Warranty shall cover the following components as below:

- Amplifiers: 1 year, extended\* to 2 years
- Speaker enclosures: 1 year, extended\* to 2 years
- Tubes and Speakers: 90 days

*\*Note:* The extended warranty will be automatically applied when you register online at <http://suprousa.com/warranty/>. The extended warranty period is only applicable if the above form is submitted prior to the expiration of the initial 1 year warranty which begins at the date of purchase. It is your responsibility to submit this information and we shall not be liable nor do we accept any responsibility whatsoever for non-receipt of this information.

### **What is Covered:**

Defects in the materials and/or workmanship of your product which has been purchased through an authorized Supro USA dealer. This Warranty shall be applicable when the original sales receipt or proof of purchase of the Product is presented together with the defective Product.

### **What is not Covered:**

Damage caused by negligence, modification, improper use, incorrect voltages or general wear and tear. Damage caused during transportation of the product. Damage caused by repair or service carried out by persons not authorized by Supro USA. A Product with a serial number which has been defaced, removed etc. A Product which was not purchased from an Authorized Dealer in the USA or Canada.

### **Warranty Service:**

The Warranty Service may include repairs or replacement of the Product in accordance with the terms set out herein. If we are unable to repair the defective Product, we reserve the right to provide you with a replacement which may or may not be a reconditioned Product.

Do not attempt to repair the device because this voids the warranty.

In the event a repair or replacement has been made, we shall be entitled to take and keep possession of the defective Product which is deemed to be beyond repair during the Warranty Period.

Providing the defective Product is covered by the terms of this Warranty we shall be responsible for the cost of returning your unit to you.

## How to Obtain Warranty/Non-Warranty Service:

- Complete the service email form available at <http://suprousa.com/support/>.
- You will receive a Supro USA Return Authorization form from a Supro support technician.
- You must download, print and complete the Supro USA Return Authorization form. Provide the info requested on this form, and include a copy of the original purchase receipt. Please enclose these two documents with your amp, and ship to the Supro USA service dept:

Supro USA  
200 Wilson St. BLDG F  
Port Jefferson Station, NY 11776

For amps owned less than 30 days, Supro USA will pay ground shipping both ways.

For amps owned over 30 days and less than 365 days, (except extended warranty, which will extend coverage to 2 years), customer pays shipping to Supro USA and Supro USA pays return ground shipping. If amp is returned to Supro and proven to be oversight or user error, customer will be responsible for return shipping.

For non-warranty service, customer pays return shipping both ways. Repair charges must be paid within 60 days completion or it becomes property of SuproUSA.

## 1.2 International Warranty:

(for customers outside of the United States and Canada) Supro USA has chosen only the best dealers and distributors to work.

1. Call the Supro dealer that you purchased your amplifier from. Inform them the nature of the problem you are having. Most often they will be able to assist you with replacement parts or service
2. If your dealer is unable to help, call the Authorized Supro Distributor in your country (you can find their details on our site). They have the technical staff and experience to assist you, and also have all of the resources of Supro engineers at their disposal
3. If you are still unable to get the assistance you require or you feel you have a problem that the Distributor cannot resolve, contact us directly by sending an e-mail to [support@suprousa.com](mailto:support@suprousa.com), but only if you have tried both previous routes first.