

## ECT Terms of Warranty

### 1. Warranty policy

- 1) Warranty applies to repair only. We do not accept refunds nor provide replacement (replacement may be available for specified models).
- 2) Warranty last for ONE YEAR upon date of purchase except for accessories (including vacuum tubes, cables, etc)
- 3) NO replacement will be provided for a product with cosmetic issues even if the product is purchased within seven days.

### 2. Terms of warranty

- 1) A complete set of authentication for warranty MUST be provided for warranty to be valid:
  - i. Original Proof of Purchase at our authorized dealer (Photocopies are NOT accepted)
  - ii. ECT Authentication Label ( Valid for HKSAR and Macau ONLY )
  - iii. Warranty Card, if any
  - iv. Serial Number, if any
  - v. Original Packaging
  - vi. AK Club Member Card (Valid for AK Club members who extended warranty for their DAPs)
- 2) Period of warranty
  - i. Warranty last for ONE YEAR upon date of purchase except for accessories (including vacuum tubes, cables, etc), misuse and abuse voids warranty  
\*Please see appendix for further details
  - ii. The warranty for vacuum tubes limits to 30 days upon purchase, misuse and abuse voids warranty;
  - iii. Cable warranty limits to 6 months upon purchase, misuse and abuse voids warranty;
  - iv. If the product life has come to an end, warranty stops immediately upon the official end-of-life (EOL) date provided from the vendor. ECT is not liable to provide warranty if ECT did not disclose or announce the EOL information.
  - v. Repair of any products during warranty will not extend the original warranty term.
- 3) Warranty coverage
  - i. We provide warranty for products purchased directly from us, or from our authorized dealer only. With a complete set of authentication and after proven that the product has been used under normal circumstance, repair service will be provided with no extra cost from the customer within one year of purchase. Cosmetics issues are not under warranty. We may offer repair services for cosmetics issues under customer's payment.
  - ii. We provide warranty for products purchased directly from us, or from our authorized dealer only. After one year upon purchase, with a complete set of authentication and after proven that the product has

been used under normal circumstance, repair service may be provided under extra cost for inspection and parts. If the parts cannot be provided by the vendor, ECT is not liable to provide further repairmen. The inspection fee will NOT be refunded.

- iii. Warranty covers the repairs for functional parts and software used under normal circumstances only. Misuse, modification and abuse voids the warranty. Cosmetics issues, non-factory data/media are NOT under the coverage of this warranty. Any loss of data/media upon repair is NOT under the liability of ECT.
  - iv. ECT bears no liability for any loss or damage in transit.
  - v. Warranty will be voided IMMEDIATELY if any modification is done to the warranty label or if the warranty label is unclear or damaged.
  - vi. The physical condition of the warranty label is the liability of the customer. ECT will not reissue warranty label under any circumstances.
- 4) Warranty is void under, but not limit to, the following circumstances:
- i. Abuse, misuse or damage of any kind.
  - ii. Wear and tear or deteriorate of appearance
  - iii. Damage due to natural forces such as, but not limit to, natural disasters, etc.
  - iv. Not being able to provide authentication for warranty or authentication materials are damaged.
  - v. Modification of any kind, including the use of third party cables, transformers, amplifiers, etc.
  - vi. Customer failed to provide an original proof of purchase. Photocopies, snapshots, photos, etc. are not considered to be original.
3. Fees and liability
- i. Customers should contact the point of purchase within seven days of purchase for aftersales service. The service thus is under the decision and liability of the party which the customer has made the purchase. ECT is NOT liable for the actions taken and reserves the right to provide replacement or service of any kind.
  - ii. ECT does NOT provide door-to-door services of any kind.
  - iii. ECT will NOT bear any of the logistics cost within the warranty period.
  - iv. Should the product falls out of the warranty period, the customer have to bear all the logistics cost involved if the customer wishes to receive warranty service of any kind.
  - v. For product(s) that out of warranty period, inspection fee will be charged. Inspection fee will be HKD300 if the suggested retail price of the product is under HKD5,000 while inspection fee of HKD500 will be charged for product at suggested retail price of HKD5,000 or above. Necessary part(s) fee will be quoted after inspection; inspection fee **will not be** deducted from the part (s) fee.

Note: The customer accepts our terms of warranty upon purchase of our distributed products. ECT reserves all the right to the interpretation and explanation to the terms of warranty.

Appendix:

1. Audeze Headphones Drivers Warranty Terms  
The warranty for Audeze headphones drivers is 3 years. The first year of the warranty will include drivers and repair. Starting from the second year, the warranty will only cover the drivers for repair. Additionally, an inspection fee of HKD 500 will be charged for repair. The inspection fee will **NOT** be returned under any circumstances.  
\*Artificial damage, modifications to the headphone are not included in the warranty.
2. Burson Audio Warranty Terms  
The warranty period for Burson Audio is 2 years. The first year of the warranty will include parts and repair. Starting from the second year, the warranty will only cover the parts for repair. Additionally, an inspection fee of HKD 500 will be charged for repair. The inspection fee will **NOT** be returned under any circumstances.  
\*Artificial damage, modifications to the products are not included in the warranty.
3. Campfire Audio Warranty Terms  
The warranty period for Campfire Audio is 2 years.  
\*Artificial damage, modifications to the products are not included in the warranty.
4. Dignis Warranty Terms  
The warranty for Dignis products is within 7 days of purchase only if the product has not been used.  
\*Artificial damage, modifications to the products are not included in the warranty.
5. Final Inc. Warranty Terms  
The warranty period for Final Inc. (E1000 and Make Series not applicable) is 2 years.  
\*Artificial damage, modifications to the products are not included in the warranty.

Make Series Warranty Terms

- Due to the DIY nature of the product, parts may be charged according to the symptoms of the earphone
- Inspection fee and repair fees are waived for the first year upon purchase
- No replacements will be provided for the product after the customer has confirmed reception of the earphone, the earphone will be repaired only

6. FlipEars Warranty Terms  
The warranty period for FlipEars CIEM is 2 years (1 year warranty for Universal Fit models).  
\*Artificial damage, modifications to the products are not included in the warranty.
7. Noble Warranty Terms  
The warranty period for Noble is 2 years (1 year for Falcon). The first year of the warranty will include parts and shipping. Starting from the second year, the warranty will only cover the parts for repair. Additionally, a shipping fee of HKD500 will be charged for repair. The shipping fee will **NOT** be returned under any circumstances.  
\*Artificial damage, modifications to the monitors are not included in the warranty.
8. The below items were stolen and the warranty of them is voided:

| Model            | Serial Number         |
|------------------|-----------------------|
| Black Cube SE II | 1646                  |
| Decade           | 800                   |
| L1000            | 2S1179171122CS2/00249 |
| LCD-4            | 4142829               |
| Linear Silver    | 7907                  |
| Lyra II          | 14309                 |
| S1000            | 2T11791802Z63PI/00094 |

|               |   |
|---------------|---|
| SP1000 Copper | 2P54791711B2723<br>2P547917111933Q<br>2P54791711IUC4B<br>2P54791711JDZBC<br>2P547917115ETT5<br>2P54791711MJ3I2<br>2P547917119R2EY<br>2P54791711BWJJJ<br>2P547917081J66I |
|---------------|---|

9. End-of-life (EOL) items:

| Brand       | Model                       | EOL Date     |
|-------------|-----------------------------|--------------|
| ALO Audio   | International+ Black        | 5th Feb 2015 |
| ALO Audio   | International+ Blue         | 5th Feb 2015 |
| ALO Audio   | International+ Gold         | 5th Feb 2015 |
| ALO Audio   | International+ Silver       | 5th Feb 2015 |
| ALO Audio   | National Black              | 5th Feb 2015 |
| ALO Audio   | National Silver             | 5th Feb 2015 |
| ALO Audio   | Reference 8 Headphone Cable | 5th Feb 2015 |
| ALO Audio   | Rx MK3-B+ Black             | 5th Feb 2015 |
| ALO Audio   | Rx MK3-B+ Silver            | 5th Feb 2015 |
| ALO Audio   | The Gateway Black           | 5th Feb 2015 |
| ALO Audio   | The Gateway Silver          | 5th Feb 2015 |
| ALO Audio   | The Island Black            | 5th Feb 2015 |
| ALO Audio   | The Island Blue             | 5th Feb 2015 |
| ALO Audio   | The Island Gold             | 5th Feb 2015 |
| ALO Audio   | The Island Silver           | 5th Feb 2015 |
| ALO Audio   | The Key Black               | 5th Feb 2015 |
| ALO Audio   | The Key Blue                | 5th Feb 2015 |
| ALO Audio   | The Key Gold                | 5th Feb 2015 |
| ALO Audio   | The Key Silver              | 5th Feb 2015 |
| ALO Audio   | The PanAm Black             | 5th Feb 2015 |
| ALO Audio   | The PanAm Silver            | 5th Feb 2015 |
| ALO Audio   | The Passport Black          | 5th Feb 2015 |
| ALO Audio   | The Passport Silver         | 5th Feb 2015 |
| Astell&Kern | AK100 Black/Red/Gold        | 1st Jan 2015 |
| Astell&Kern | AK100 MKII                  | 1st Jan 2015 |
| Astell&Kern | AK120 Black/Titan           | 1st Jan 2015 |
| Fostex      | G1300MG FB                  | 9th Mar 2015 |
| Fostex      | G1300MG VR                  | 9th Mar 2015 |
| Fostex      | G1302MG FB                  | 9th Mar 2015 |

|          |                     |               |
|----------|---------------------|---------------|
| Fostex   | G1302MG VR          | 9th Mar 2015  |
| Fostex   | GX100 Limited       | 9th Mar 2015  |
| Fostex   | TH-7BB              | 22nd May 2015 |
| Fostex   | TH-5BB              | 22nd May 2015 |
| Fostex   | HP-P1               | 5th Nov 2015  |
| Fostex   | PX-5HS              | 22nd Jan 2016 |
| Fostex   | TH-5W               | 28th Jun 2016 |
| Fostex   | TH-5B               | 28th Jun 2016 |
| Fostex   | TH-7B               | 28th Jun 2016 |
| Fostex   | TH-7W               | 28th Jun 2016 |
| Nakamura | NXT-2A Black/Silver | 31st Dec 2015 |