

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. If the brand distribution has ceased, warranty stops immediately upon the official announcement date of termination of distribution. ECT is not liable to provide warranty if ECT did not disclose or announce the information.
 - vi. 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.
 - vii. Termination of distribution.

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 has 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 (Mobius and Penrose not applicable) 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 (Bluetooth products not applicable) 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. (Bluetooth products, E500, E1000, SHICHIKU.KANGEN 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 Bluetooth product). 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
Decade	800
L1000	2S1179171122CS2/00249
LCD-4	4142829

Lyra II	14309
S1000	2T11791802Z63PI/00094
SP1000 Copper	2P54791711B2723 2P547917111933Q 2P54791711IUC4B 2P54791711JDZBC 2P547917115ETT5 2P54791711MJ3I2 2P547917119R2EY 2P54791711BWJJJ 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