

Celestion Warranty Policy

The warranty on Celestion loudspeaker products is valid for three (3) years from date of initial purchase. Celestion's retail product warranty covers the original purchaser and any subsequent owners, provided the original and dated proof of purchase is supplied, otherwise the claim cannot be processed.

This warranty covers damage specifically arising from defects in materials and manufacturing. Your speaker is not covered if damage has: been caused by product modification, accident, neglect, misuse, abuse; been incurred during transportation; resulted from repairs, alterations, or misrepresentation by the vendor; been caused during initial shipping, for example a bent chassis*.

Note, the warranty will not cover any product that has had labels or date code defaced, modified or removed.

*All speakers are individually inspected at the factory before packing. Goods dropped from a height can become damaged, even with no sign of external box damage, therefore damage of this type must be claimed from the delivery company.

To make a warranty claim:

- Contact *<vendor contact details>* with a description of the problem along with a proof of purchase/receipt.
- Goods must be kept until a final decision is made by the *<vendor name>* in conjunction with Celestion. Sometimes it may be necessary to have the faulty product returned to Celestion for inspection.
- You are responsible for arranging and paying for the return of goods to *<vendor name>* for inspection. This will be reimbursed if the claim is successful.
- Repair, replacement or credit will be at our discretion and will be provided in full, once the claim has been approved.
- We will arrange and pay for the shipping of any replacement or repaired goods.

Celestion reserve the right to amend and modify their warranty agreements at any time. E&OE

1st October 2021