



Limited Warranty

The warranty on our loudspeaker products remains in effect for two (2) years from the date of the first consumer purchase. CIARE protects the original owner and all subsequent owners so long as your product has been purchased directly from CIARE or from an authorized distributor. The original and dated bill of sale is required whenever warranty service is required. Please, make this document available and complete a warranty claim form (below) before contacting us.

CIARE **batch numbers** (found on white sticker attached to each unit) and full description of the defect **must** be provided for each unit in question. If the batch code of the transducer is missing or illegible it will be considered un-warrantable.

All implied warranties, including warranties of merchantability and fitness for particular purpose, are limited in duration to the length of this warranty. CIARE's liability is limited to the repair or replacement, at our option, of any defective product and doesn't include any incidental or consequential damages or shipping charges incurred to repair the product. This warranty gives you specific legal rights and you may also have other rights which vary, based on local requirements.

Our warranty covers all defects in material and workmanship **except**: damage caused by accident, misuse, abuse, product modification or neglect, extreme weather exposure, or damage incurred during shipment; damage resulting from the performance of repairs by unauthorized CIARE recone/repair centers; claims based upon any misrepresentation by the seller; any CIARE product on which the date code/serial number has been defaced, modified or removed.

OEM Products

Please note that CIARE standard warranty is not applicable for components that have been supplied to OEM manufacturers. As part of the agreement with our OEM partners, any warranty is extended to the OEM customer only, and not the end user. Most of our OEM customers offer their own warranties.

CIARE is not able to not provide information regarding which of our components are used in a specific OEM manufacturers product. If you require service parts for a CIARE component that was supplied to an OEM manufacturer, please contact the OEM manufacturer directly.

Warranty Coverage Guide

To simplify the warranty process, we have provided a [Warranty Coverage Guide](#) to indicate what is an acceptable warranty issue and what is not. Based on our experience we have addressed a wide range of potential issues in order to describe the reason for the failure and where the responsibility lies. Download the Warranty Coverage Guide below for more details.

Return Authorization Form

This form should only be used by companies that have purchased components directly from CIARE. End users and manufacturers who have purchased products through a retailer or distributor, or as a component in an OEM Manufacturer's product should consult their local supplier or OEM Manufacturer for warranty assistance.

All goods requiring Warranty Service **must** be returned to CIARE for evaluation and repair/replacement. If you need to return products to CIARE (or one of our authorized distributors), you must complete the "Return Material Form" to request a Return Authorization. This can be done using an [On-Line Return Material Form](#), or you can download the [Return Material Form](#) below and fax / email this to us.

Purchase date and other details must also be provided as indicated on the form. We reserve the right to evaluate all the requests and accept or deny the return of the goods on the basis of the information contained in the Return Material Form.

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CIARE is not responsible for **freight charges** involved with warranty service.