



Ultimate Support Manufacturer Warranty

WARRANTY:

Limited Lifetime Warranty – Ultimate Support branded stands: TS Series speaker stands, IQ Series keyboard stands, Genesis GS guitar stands, and MC Series microphone stands, and all Ultimate Acoustics branded products.

Limited Three-Year Warranty - All JamStands by Ultimate Support branded stands (JS- Series).

Limited One-Year Warranty - All Ultimate Support branded stand bags, brackets, and accessories

Ultimate Support's warranty obligations for this product are limited to the terms set forth below: Ultimate Support Systems, as defined below, warrants this Ultimate Support Systems branded product against defects in materials and workmanship under normal use for the limited life as defined by product obsolescence or 7 (seven) year period which ever is longer of the product from the date of retail purchase by the original end-user purchaser ("Warranty Period"). If a hardware defect arises and a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, Ultimate Support Systems will either (1) repair the hardware defect at no charge, using new or refurbished replacement parts, (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product. Ultimate Support Systems may request that you replace defective parts with new or refurbished user-installable parts that Ultimate Support Systems provides in fulfillment of its warranty obligation. A replacement product or part, including a user-installable part that has been installed in accordance with instructions provided by Ultimate Support Systems, assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes Ultimate Support's property. Parts provided by Ultimate Support Systems in fulfillment of its warranty obligation must be used in products for which warranty service is claimed. When a refund is given, the product for which the refund is provided must be returned to Ultimate Support Systems and becomes Ultimate Support's property.

Please visit the Ultimate Support website for all EXCLUSIONS AND LIMITATIONS and complete warranty details:
<http://www.ultimatesupport.com/s.nl/it.l/id.46/f>

All products needing to be sent to Ultimate Support Systems, Inc. for repair or replacement must have a Return Authorization Number. Products not having a Return Authorization Number will be returned to the sender un-repaired. It is the sender's responsibility to pay for shipment to Ultimate, and Ultimate will pay for return shipping to the customer. Please call Ultimate Support Systems for a Return Authorization Number and return instructions.

CONTACT DETAIL:

Ultimate Support Systems

Ph: 800.525.5628

Fax: 970.776.1941

E-mail: support@ultimatesupport.com

RETURN PROCESS:

Call manufacturer contact for RA number. Pack merchandise carefully to avoid further damage, and include a copy of the original invoice or receipt. Ship merchandise back to the manufacturer prepaid.