



KV2 Audio Warranty Statement

General Warranty Policy

KV2 Audio International spol. s r. o. (hereinafter “KV2 Audio”) warrants its products against defects in materials, workmanship, and operational malfunction under professional use.

The warranty period commences on the date of original delivery to the first owner when purchased new from an authorized KV2 Audio Distributor or Dealer and supported by valid proof of delivery and invoice.

This warranty reflects KV2 Audio’s long-term commitment to quality engineering, product reliability, and sustainable design philosophy.

Warranty coverage applies exclusively to products purchased through authorized KV2 Audio partners.

Warranty Coverage Periods

KV2 Audio products are covered as follows:

- **Transducers:** 1 year
- **Mechanical Components** (including enclosures, rigging elements, brackets, fixings, and accessories): 5 years
- **Electronics** (including amplifiers, processors, controllers, and associated electronic modules): 10 years

All warranty periods are calculated from the original date of delivery to the first owner.

Scope of Warranty

The KV2 Audio Warranty provides for the repair or replacement, at KV2 Audio's sole discretion, of defective components or products determined to have failed due to defects in materials or workmanship.

KV2 Audio reserves the right to fulfil its warranty obligations by:

- Repairing the product
- Replacing defective components
- Replacing the product with a new or refurbished unit

Replacement products may be supplied from new or refurbished stock.

Any repair or replacement performed under this warranty shall be covered only for the remaining duration of the original warranty period. The warranty period is not extended or renewed by repair or replacement.

All parts or products replaced under warranty become the property of KV2 Audio. By accepting warranty repair or replacement, the customer confirms that no third-party rights are infringed by such transfer of ownership.

The warranty applies exclusively to the product itself. It does not include compensation for loss of use, rental costs, downtime, loss of revenue, loss of profits, loss of business, or any incidental, indirect, or consequential damages arising from product failure.

KV2 Audio shall not be liable for any loss of data, control settings, configuration files, or setup information that may occur during warranty inspection, repair, or replacement.

Final determination of warranty eligibility and coverage rests solely with KV2 Audio.

Warranty Exclusions

The warranty does not cover:

- Damage resulting from improper installation, incorrect mounting, misuse, abuse, neglect, or operation outside published specifications
- Damage caused by incorrect power supply, signal processing, amplification, or connection to non-approved equipment
- Damage occurring during shipment or transport
- Exposure to water ingress, excessive humidity, environmental contamination, smoke, accident, or force majeure
- Normal wear and tear
- Cosmetic damage that does not affect product performance
- Products with removed, altered, or illegible serial numbers

- Repairs, modifications, or alterations carried out by parties not authorized by KV2 Audio
- Installation of non-original or non-approved components

Failure to follow operating, installation, and service instructions as described in official KV2 documentation may void the warranty.

Non-Transferability

This warranty is valid only for the original purchaser and is strictly non-transferable.

Warranty Claim Procedure

All warranty and service claims must be initiated through an authorized KV2 Audio Distributor, Dealer or Supplier.

Prior authorization is required before returning any product for inspection or service. Products returned without proper authorization will be refused.

Issuance of a return authorization does not automatically confirm warranty validity. Warranty status will be determined following inspection by KV2 Audio or an authorized service representative.

All warranty repairs must be carried out exclusively by KV2 Audio or an authorized service representative.

Shipping and Service

For valid warranty claims, repair or replacement will be carried out by KV2 Audio or an authorized service partner.

All shipping costs related to warranty claims, including transportation to and from the service location, are the responsibility of the customer, unless otherwise agreed in writing by KV2 Audio.

Non-warranty repairs will be quoted and approved by the customer prior to service.

Limitation of Liability

KV2 Audio shall not be liable for incidental, indirect, or consequential damages resulting from the use or inability to use its products.

Under no circumstances shall KV2 Audio be responsible for loss of revenue, profits, business interruption, data loss, or other economic losses arising from the operation or malfunction of its products.

This warranty does not affect statutory rights provided under applicable local consumer protection laws.

Full Warranty Terms

For any other warranty queries and contact information for authorized service representatives, please visit: www.kv2audio.com or contact your local authorized KV2 Audio Distributor.

KV2 Audio reserves the rights to amend, add to or modify existing terms as required.

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The Future of Sound.
Made Perfectly Clear.

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