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WARRANTY TERMS

Premium Audio Company EMEA BV

Date: September 2026

Thank you for choosing a quality product from Premium Audio Company. Our products are continuously monitored and tested throughout the entire manufacturing process. Should, contrary to expectations, a service claim arise, please note the following.

This warranty is a voluntary manufacturer's warranty provided by Premium Audio Company EMEA BV. It applies in addition to the consumer's statutory rights in the event of defects. Your statutory rights against the seller in the event of defects (in particular the rights to rectification, cancellation, reduction in price and compensation) are provided free of charge and are neither restricted nor replaced by this warranty. Claims under this warranty are free of charge for the consumer. This warranty applies to purchases made from an authorised specialist retailer within the European Union. To make warranty claims outside the European Union, please contact your local retailer or distributor in the country where the product was purchased.

1. Warranty Period and Commencement

The warranty commences on the date of purchase of the product and is valid for 2, 5 or 10 years, depending on the product category. The warranty period for products from Premium Audio Company EMEA BV is: 2 years for active speakers, subwoofers and other electronic products, 5 years for passive speakers, and 10 years for the Klipsch Heritage series.

2. Scope of the Warranty

During the warranty period, we shall rectify any defects that are demonstrably due to material or manufacturing faults, following our inspection, by replacing or repairing the defective parts. Under this voluntary manufacturer's warranty, the sole entitlement is to the warranty services described in these warranty terms and conditions. No further claims arising from this warranty, in particular for compensation or for indirect or consequential damages, shall arise.

This does not affect claims arising from mandatory statutory provisions, in particular in cases of wilful misconduct or gross negligence, in the event of injury to life, limb or health, and under the Product Liability Act.

3. Conditions and Procedure for Warranty Claims

No unauthorised modifications may be made to the product.

If you wish to make a claim under the warranty, please contact your retailer. Should it prove necessary to return the product, please ensure that:

- the product is dispatched in its original, undamaged packaging or in equivalent packaging suitable for safe transport
- the purchase receipt or a clearly legible copy is enclosed
- a detailed description of the fault is included.



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4. The Following are Excluded from the Warranty

- Wear-and-tear parts
- Transport damage, whether visible or not (Claims for such damage must be submitted to the transport company immediately.)
- Scratches or other externally visible damage (Externally visible damage must be reported to the seller immediately upon receipt of the goods.)
- Faults caused by incorrect installation, incorrect connection, improper operation (see the operating instructions where applicable), excessive strain or external force
- improperly repaired or modified devices that have been opened by anyone other than us
- Consequential damage to third-party equipment
- Reimbursement of costs incurred for repairs carried out by third parties without our prior consent

5. Data Protection in the Warranty Process

To process your warranty claim, we process the personal data you have provided (name, address, contact details, purchase details and information about the faulty product). This processing is carried out on the basis of Article 6(1)(b) of the GDPR (performance of a contract). Where statutory retention obligations apply, the processing is additionally carried out on the basis of Article 6(1)(c) of the GDPR. Your data will be used exclusively for the purpose of processing your warranty claim. Data will only be disclosed to third parties to the extent necessary to process the warranty claim (e.g. authorised service partners). The data will be deleted once the warranty claim has been settled and any statutory retention periods have expired.

6. Final Provisions

Governing law: Dutch law applies, to the exclusion of the UN Convention on Contracts. Where the purchaser has their habitual residence in another Member State of the European Union, the mandatory consumer protection provisions of that State shall remain unaffected in accordance with Article 6 of Regulation (EC) No 593/2008 (Rome I Regulation).

Severability clause: Should any provision of this warranty be or become invalid in whole or in part, the validity of the remaining provisions shall remain unaffected.

Warrantor:

Premium Audio Company EMEA BV | Kapteynstraat 1, SBIC-building Suite 140, 2201BB Noordwijk, The Netherlands