



Audiotec Fischer Brands USA Warranty, RMA Procedure, and Technical Support

Limited Warranty

Hybrid Audio Technologies / Audiotec Fischer Brands USA extends a limited 90-day warranty on refurbished product, one year warranty to the original purchaser when self-installed, and two years warranty when installed by a certified Audiotec Fischer USA dealer, and hereby certifies that this product will be free from defects in materials and workmanship under normal and proper use for one year from the date of purchase.

Hybrid Audio Technologies / Audiotec Fischer Brands USA's responsibility under this warranty is limited to replacing or repairing, at the company's option, products or parts determined by Hybrid Audio Technologies / Audiotec Fischer Brands USA to be defective either in materials, or workmanship. To attain warranty service, the customer must deliver the product or the defective part(s), appropriately packed with proof of purchase date, to an authorized Audiotec Fischer USA dealer. In the event that a direct return from a consumer is required, the consumer must obtain from Hybrid Audio Technologies a return authorization number, and ship the defective product directly to Hybrid Audio Technologies. All shipping expenses are the customer's responsibility. If the product has been updated or superseded, a replacement will be made with a current model of the same quality and function. Warranty of the replacement parts is limited to 90 days or the unexpired portion of the warranty period of the product on which the parts are being used, whichever is longer.

This warranty does not cover any defects or costs caused by: (1) modification, alteration, repair or service of this product by any persons or company other than Hybrid Audio Technologies; (2) physical abuse to, overload of, or misuse of, the product or operation thereof in a manner inconsistent with the use indicated in the instructions; (3) any use of the product other than that for which it was intended; or (4) shipment of the product to Hybrid Audio Technologies or Audiotec Fischer GmbH for service. This warranty does not cover labor costs.

Hybrid Audio Technologies / Audiotec Fischer Brands USA is not liable for any special incidental or consequential damages, including, but not limited to, personal injury, property damage, damage to or loss of equipment, loss of profits or revenue, costs of renting or buying replacements and/or any other additional expenses, even if Hybrid Audio Technologies / Audiotec Fischer Brands USA has been informed of the prospect of such damages. Any express warranty not provided herein, and any remedy which other than the warranty contained herein might arise by inference or operation of law, is hereby excluded and disclaimed including the implied warranties of merchantability and of the fitness for a particular purpose.

Products purchased by consumers from an Authorized Brax/Helix Dealer in another country are covered only by that country's Distributor and not by Hybrid Audio Technologies / Audiotec Fischer Brands USA.



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RMA Procedure for Defective Products

Hybrid Audio Technologies / Audiotec Fischer Brands USA will not accept any returns without prior approval or consent, which will be given or withheld at the company's discretion. A Return Merchandise Authorization is required for all returns and can be easily obtained by submitting a request here: <http://hybrid-audio.com/return-authorization>.

VERY IMPORTANT!

All returns **MUST** be accompanied by the Audiotec Fischer Repair Order Sheet. We cannot process your return without this document attached to the defective product!

For a copy of the Repair Order Sheet, please e-mail support@hybrid-audio.com.

REQUIRED USE OF POSITIVE TEMPERATURE COEFFICIENT DEVICE FOR SENSITIVE SPEAKERS

In order to maintain warranty applicability for sensitive devices, proof of the use of a positive temperature coefficient device (PTC) must be provided in the form of paid invoice, showing that a Hybrid Audio Technologies PTC75 or similarly effective device, at the discretion of Hybrid Audio Technologies, was used when the device submitted for warranty repair was damaged or failed. Hybrid Audio Technologies / Audiotec Fischer Brands USA will no longer honor warranty claims for sensitive speaker devices, such as tweeters and small midranges that have been compromised or have failed as a result of electronic malfunction without the use of our available PTC75 part.

Please see additional conditions or exceptions listed below. You can expect a repair or replacement of affected product to be conducted within five business days upon receipt of returned parts.

Additional conditions or exceptions:

- Non-stock items are not accepted or approved for return; some exceptions may apply; contact Hybrid Audio Technologies for further authorization.
- All returned products or parts must be sent freight prepaid and must be properly marked with the RMA Authorization number and must include inside the box the Audiotec Fischer Repair Order Sheet.

Any deviation from this procedure will result in delayed credit processing.

Hybrid Audio Technologies, Inc. • Exclusive USA Distributor of Audiotec Fischer Brands
1240 Oak Industrial Lane, Cumming GA 30041
Tel.: 770.888.8200 • Fax: 888.886.4605 • E-mail: sales@hybrid-audio.com



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Authorized returns should be returned to:

Hybrid Audio Technologies

RMA # _____

1240 Oak Industrial Lane

Cumming GA 30041

RMA Procedure for New/Unused Equipment Sent Back for Credit

For new/unused product being returned for material credit, the product must be in new, unused and resalable condition, and in its original packaging, to be accepted. To assist in making the process easy, please have the part number, the invoice number, and the reason for returning the product before requesting your Return Merchandise Authorization. Standard Restock Fee Policy on stock parts returned within:

0 – 30 Days: 0% Restocking Fee
31 – 60 Days: 20% Restocking Fee
61 – 90 Days: 30% Restocking Fee
No returns will be accepted beyond 90 days

Please see additional conditions or exceptions listed below. You can expect the credit to be applied to your account within five business days upon receipt of returned parts.

Additional conditions or exceptions:

- Non-stock items are not accepted or approved for return or credit; some exceptions may apply. Contact Hybrid Audio Technologies/Audiotec Fischer Brands USA for further authorization.
- Parts ordered in error valued at \$50.00 or less will not be authorized for return or credited.
- Parts used or discontinued will not be accepted for credit under any circumstances, unless prior approval has been given as previously stated.
- All returned products or parts must be sent freight prepaid and must be properly marked with the RMA Authorization number.

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RMA # _____
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Shortages and Damages

Hybrid Audio Technologies / Audiotec Fischer Brands USA makes every effort to ensure that you receive an accurate and complete parts order and that it is received undamaged. If a discrepancy in your order exists, please contact us at 770.888.8200 and report the problem by referencing your order number and the discrepancy. If your order is damaged, call 770.888.8200 immediately for assistance with the damage claim and to reorder parts. See further instructions under "Freight Damage Claims." To assist in helping you, please save the damaged shipment container in the condition that you received it for damage claims inspection. A digital photo of the damage may be required.

Freight Damage Claims

In the event of damage, shipment damage must be noted on bill of lading. Notify the carrier, as well as Hybrid Audio Technologies at 770.888.8200. Hybrid Audio Technologies customer service will assist with the claim process, digital photos may be required. All obvious package damages must be signed for as damaged with the carrier at the time of receipt. Products or parts **MUST** be inspected for concealed damage within 3 days of receipt.

Technical Support

We are audio enthusiasts and experts, and wish to make our resources profitable for you. If at any time you have any questions regarding system design, setup, tuning, or product-specific inquiries, you may email us at: support@hybrid-audio.com or call Monday through Friday (excepting holidays) between the hours of 9:00 A.M. and 6:00 P.M. Eastern Time to 770.888.8200, or on our dedicated tech support numbers, as follows:

Brax, Helix, Match Technical Support: **770.871.9216**

Hybrid Audio Technologies Technical Support: **770.733.0626**

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