



strymon.

1 YEAR WARRANTY - Pedals

5 YEAR WARRANTY - Power Supplies

The benefits given to the purchaser by this Warranty are in addition to all other rights and remedies which the purchaser has in respect of the product under the Competition and Consumer Act 2010 or other applicable law. Subject to the stated conditions and exceptions, Amber Technology Limited - ABN 86 003 231 187, warrants this Strymon product to be free from defects in materials and/or workmanship under normal domestic use for a period of 1 OR 5 years from the original date of purchase, depending on the model.

Any defects in materials and/or workmanship in the product occurring within the respective time period from the original date of purchase will be rectified free of charge by Amber Technology or one of its Authorised Service Agents in Australia. This Warranty is not applicable outside Australia.

AMBER TECHNOLOGY LTD.

Unit 1, 2 Daydream St, Warriewood, NSW 2102
FREE PHONE **1 800 251 367**
ABN 86 003231

1. All claims for Warranty Service should be made to Amber Technology, your nearest Authorised Strymon Service Agent or to the Strymon Dealer from whom the purchase was made.

2. Reasonable evidence of the date of your original purchase must be provided to qualify for Warranty Service. The original Sales Receipt is your best proof of purchase.

3. This Warranty extends only to defects occurring in materials and/or workmanship under normal domestic use of the product when operated in accordance with the supplied instructions. Products employed in professional or commercial applications are covered by a twelve (12) month Warranty period.

4. Warranty against defect:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Goods repaired or replaced if the Goods fail to be of acceptable quality and the failure does not amount to a major failure.

5. The Warranty does not cover:

a) Unreasonable mileage or travelling time, pick-up or delivery, or the cost of insurance.

b) Any and all service costs arising from failure to correctly adjust the controls of the product or to observe the manufacturer's instructions or inspections that reveal that the product is in normal working order.

c) Product failures caused by misuse, neglect, abnormal wear and tear, accidental breakage, inexpert repairs or external electromagnetic radiation, mains voltage spillage.

d) Replacement of worn or used batteries, styli or other consumables.

e) Products that have their serial number altered or removed.

f) Accessories attached to or to be used with Strymon products, such as cables etc.

g) Installation and removal of Strymon products.

6. It is recommended that any product, the subject of this Warranty, should be prepared for transportation in accordance with the manufacturer's instructions described in the instruction manual, and packed in its original packaging and/or carton or other suitable packaging which offers the same degree of protection. Damage incurred in transit resulting from inadequate packaging is not covered by this Warranty.

7. As an owner of high quality Strymon equipment it is recommended that you read the instruction manual to familiarise yourself with the correct operating and maintenance procedures and ensure that any recommended routine maintenance is performed in accordance with the manufacturer's recommendations.

8. The benefits given to you in this warranty are in addition to other rights and remedies under a law in relation to the products to which this warranty applies.

OBTAINING WARRANTY SERVICE:

To obtain warranty service, take or ship your Strymon product to an Strymon Authorised service centre, together with a note describing your complaint and your copy of the dated purchase receipt. If you choose to ship your Strymon product to a Strymon Authorised service centre, please refer to Clause 6 for packing details. Amber Technology will bear costs for shipping for Strymon products that have been serviced under this Warranty via their approved freight carrier. Should the goods need to be freighted, the goods must be packed in a similar manner to the original packaging to ensure there is no damage during transit and the goods must be delivered by the Customer to the relevant Technology will not be responsible for costs associated with matters set out in Clause 5(a). All costs referred to in Clause 5(a) are the Customer's responsibility.

WARRANTY AGAINST DEFECTS:

To obtain warranty service against defects, either take your Strymon product to an Authorised Service Centre, the original place of purchase, or contact Amber Technology Service Department for further details. Amber Technology will bear costs for shipping for Strymon products that have been serviced under this Warranty via their approved freight carrier. Should the goods need to be freighted, the goods must be packed in a similar manner to the original packaging to ensure there is no damage during transit. Please contact Amber Technology for shipping details.

CUSTOMER SERVICE

In order to better assist you with your purchase, Strymon is extending its customer service hours. For any questions or assistance, please call or email:

Strymon Service: **Ph: 1800 251 367**

Email: **pro-rar@ambertech.com.au**

In addition to the above, if you wish to make a warranty claim, you can also:

1. Send the product with details of your claim to:
Amber Technology:
Unit 1, 2 Daydream St, Warriewood, NSW 2102
FREE PHONE: 1 800 251 367
Mon - Fri 8.30am to 5pm (eastern standard time)
2. Visit your Strymon Authorised Service Centre.
3. Visit Strymon website for details.

For information concerning product features and hookups, please include your name and business hours contact number (eastern standard time) along with the model number you are inquiring about, and one of our experienced product specialists will reply to your query as soon as possible.