

Your extended warranty

Terms and conditions

- The following terms and conditions only apply to LEWITT's voluntary and free-of-charge warranty extensions, and any such warranty extension does not impact any of your statutory warranty rights that you enjoy under mandatory consumer protection laws. By obtaining an extended warranty, LEWITT will provide you with the extended warranty services stipulated herein even after your statutory warranty period has lapsed, and before such lapse, LEWITT's extended warranty services as stipulated herein are rendered in addition to, and thus do not replace or otherwise impact, your statutory warranty rights.
- How can I extend my warranty? You can extend your warranty up to 10 years (calculated upon the initial date of the eligible product's purchase, see next bullet-point and 9th bullet-point) by registering your product on our website within 12 months after the product's initial purchase. Please register your microphone on <https://my.lewitt-audio.com/> and find out if your product is qualified.
- When does the warranty coverage start? The warranty extension always begins from the initial date of the product's purchase.
 - LEWITT will not accept any extended warranty repairs without the original proof of purchase or without proper registration within the first 12 month after the product's initial purchase.
 - Customers re-selling their product need to actively transfer their warranty extension to the new owner via our webform; without such active transfer, you unfortunately cannot benefit from LEWITT's extended warranty services.
- Can I benefit from this extended warranty even if I buy my unit second-hand? Yes, in that case, the original/previous owner must actively transfer the warranty extension to your account. Please note that LEWITT will not accept any extended warranty claims without proper registration within the first 12 months after the initial product's purchase or the original proof of purchase.
- What does the extended warranty cover? Our extended warranty covers microphones, PSUs, remote controls and is limited to the cost of parts and labor required in case of a needed repair. In any case, LEWITT will examine if the individual extended warranty claim is valid. Cables, shock mounts, transport cases, or any other accessories are not covered.
- Does my product get repaired, or do I get a new one? We will repair your personal product whenever possible. When a proper repair is not feasible, LEWITT may choose to replace the faulty product with a new one from the same model and specification. In case the model is not on the market anymore, LEWITT may choose to offer a comparable product instead.
- Who pays for the transport fees? All shipping costs and possible customs-fees must be covered by the customer.
- My product is faulty, how can I make my extended warranty claim? To initiate an extended warranty claim, the customer must contact LEWITT support and will be

provided with an RMA number, provided that the product is covered by the extended warranty.

- Are all LEWITT products qualified for the warranty extension? Your warranty extension can only be authorized when your product was purchased from official LEWITT dealers (view list). You can find a list of all qualified products on (myLEWITT.link)
- How can I take care that my LEWITT product has a long and prosper life? Please follow the instructions below:
 - With regard to microphones, use a pop-filter to protect the capsule from saliva
 - Keep the product safe from dust and smoke
 - Only use the product in the supported temperature range from 5 to 45 °C / 41 to 113 °F
 - When not in use, store the product in a save and dry spot
 - Connect all cables before switching the product on / switch off the product before disconnecting any cables
- What is excluded from the warranty? The (extended) warranty does not cover any of the following:
 - Minor cosmetic damages, standard wear and tear, changes in color or brightness of LEDs
 - Defects caused by spillage or moisture, brute force, fall damage, neglect, improper storage, use outside of its intended purpose, abnormal environmental exposure
 - Accessories (cables, shock-mount, pop filter, case etc.)
 - Damage caused by using unsupported main voltages, lightning strike or other accidents beyond LEWITT's control
 - Damage to the capsule, caused by unreasonable exposure to saliva due to the neglect of using a pop-filter
 - Unauthorized opening, tampering, modifications or repairs and/or failure to use the product for its normal / intended purpose in accordance with the manufacturer's instructions will void the warranty
- Can I extend my extended warranty beyond the stated maximum? No. Any repair or replacement by LEWITT will neither affect the original terms of the extended warranty nor its duration.
- Please note: LEWITT shall not be liable for any damages exceeding the purchase price of the product arising out of the use or inability to use the product. This limitation of liability does neither apply to personal injuries/death nor any damages caused by LEWITT's gross negligence or willful intent.
- Who to contact?
 - Go to <https://www.lewitt-audio.com/support/contact> or contact us at support@lewitt-audio.com