

Warranty Information

Limited Warranty

Unless otherwise stated, your product is covered by a two year parts and labor limited warranty. Dichroic filters and LithoPatterns® high resolution glass gobos are not guaranteed against breakage or scratches to coating. It is the owner's responsibility to furnish receipts or invoices for verification of purchase, date, and dealer or distributor. If purchase date cannot be provided, date of manufacture will be used to determine warranty period.

Returning an Item Under Warranty for Repair:

It is necessary to obtain a Return Material Authorization (RMA) number from your dealer or point of purchase BEFORE any units are returned for repair. The manufacturer will make the final determination as to whether or not the unit is covered by warranty.

A fixture must be returned in its original packaging. Any other parts returned to High End Systems must be packaged in a suitable manner to ensure the protection of such product unit or parts, and such package shall be clearly and prominently marked to indicate that the package contains returned Product units or parts and with an RMA number. Accompany all returned Product units or parts with a written explanation of the alleged problem or malfunction. Ship returned Product units or parts to: 2105 Gracy Farms Lane, Austin, TX 78758 USA.

Note: Freight Damage Claims are invalid for fixtures shipped in non-factory boxes and packing materials.

Freight

All shipping will be paid by the purchaser. Items under warranty shall have return shipping paid by the manufacturer only in the Continental United States. Under no circumstances will freight collect shipments be accepted. Prepaid shipping does not include rush expediting such as air freight. Air freight can be sent customer collect in the Continental United States.

REPAIR OR REPLACEMENT AS PROVIDED FOR UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. HIGH END SYSTEMS, INC. MAKES NO WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO ANY PRODUCT, AND HIGH END SPECIFICALLY DISCLAIMS ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. HIGH END SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGE, INCLUDING LOST PROFITS, SUSTAINED OR INCURRED IN CONNECTION WITH ANY PRODUCT OR CAUSED BY PRODUCT DEFECTS OR THE PARTIAL OR TOTAL FAILURE OF ANY PRODUCT REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, AND WHETHER OR NOT SUCH DAMAGE WAS FORESEEN OR UNFORESEEN.

Warranty is void if the product is misused, damaged, modified in any way, or for unauthorized repairs or parts. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.