

Mambo amp returns and repairs policy.

The Mambo Amp warranty extends to the original purchaser only.

UK Law applies.

Returns

If for any reason you are not completely satisfied with any amplifier purchased directly from Mambo Amps, you may return it within fourteen (14) days for a full refund as long as it is in new condition. Any incidental damage must be inspected by us before a refund is made, although very minor signs of use may be acceptable. This applies only to standard model Mambo amps. For amps custom-built to a customer's specification this guarantee does not apply since we will not be able to resell the amp easily. We may negotiate a partial refund at our discretion.

Please contact us before returning the amp, to discuss shipping arrangements. We can easily arrange this for you. **Return-to-base shipping and customs costs are the customer's responsibility.** We reserve the right to delay any refund until we have refurbished and re-sold the returned unit.

Repairs

For 36 months from the delivery date, we will provide free repairs or replacement at our discretion, or provide free technical support and parts as well as covering any pre-agreed third-party repair fees.

The cost of returning the amp to us for repair or replacement and the cost of sending the amp back to you, plus any customs fees, import taxes and VAT is always the customers responsibility. Please consider this before purchasing if you are in a remote location, or a location which has poor local technical services. In the unlikely event you need a repair the costs of freighting the amp to and from us may be significant.

Most faults, for example damaged jack socket, pot or switch, can be repaired by a competent technician using readily available components which we will provide, or which can be sourced locally.

In the event that there is a problem with the pre-amplifier module or power amplifier module we can ship replacements to your technician and provide any additional support needed to install them.

The cost of any repairs carried out by your technician must be agreed with us before any work is started. Work carried out by unqualified personnel is not covered under warranty.

Alternatively, you can ship the amp directly back to us and we will repair it and return it to you. For UK and EU customers this is likely to be the most appropriate option.

In most cases it will be more cost-effective for international customers to consider local repair with technical support as the initial option. However the option of return-to-base repair is available to all customers subject to the shipping cost provisos above.

Legal Disclaimer

It is expressly agreed that the Buyer / User shall have no claim against Mambo Amps, or their staff or representatives, with respect to either personal injury or damage to property or loss of profit resulting from any defect or for any consequential damages, or for any indemnity with respect to claims by third parties.

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This warranty does not apply to any Mambo Amp product damaged by accident, misuse, improper voltage, product modification, neglect, faulty installation or operation, rental, or improper maintenance.

Mambo Amp reserve the right to charge for any time and shipping costs incurred in dealing with a warranty claim which turns out to be due to improper use.

We will always try to be as helpful and flexible as possible. After the first 36 months under warranty we will of course continue to be liberal with parts, support and advice as much as we can.



www.mambo-amp.co.uk info@mambo-amp.co.uk

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