

Mambo amp returns and repairs policy.

The Mambo Amp warranty extends to the original purchaser only.

UK Law applies.

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.

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 built to a customer's specification this guarantee does not apply.

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

Repairs

We will provide free technical support and parts as well as covering any pre-agreed third-party repair fees for 12 months from the delivery date.

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 preamplifier 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.

If the amplifier is returned to us for repair, we will cover the cost of shipping the repaired amp back to you. The cost of return-to base shipping is the customer's responsibility.

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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We will always try to be as helpful and flexible as possible. After the first year 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

Mambo amp returns and repairs, version 1.6 1st September 2014