

DIGIDESIGN EXTENDED WARRANTY TERMS & CONDITIONS

Service & Coverage

To obtain warranty service on a Digidesign product, call your Digidesign Regional Technical Support to obtain a return authorization (“RA”) number. Your product may be serviced at a Digidesign factory service center, or at a Digidesign Authorized Repair Center (“ARC”). You must have an RA number in order to have your product serviced. You must call Digidesign Technical Support to obtain field service if field service is available for your product.

- All plan coverage commences on the original product purchase date as evidenced by the product registration date on file with Digidesign or your dated sales receipt.
- The optional extended warranty grants the original purchaser an additional year of warranty (after the initial product warranty expires) on the same terms outlined in the ONE-YEAR LIMITED WARRANTY ON HARDWARE printed on your registration card.
- Except when Digidesign has authorized field service, you are required to ship your product to Digidesign in the event that a customer-installable component does not resolve the problem.
- Products may be repaired or replaced at Digidesign’s sole discretion. Instead of repair or replacement, Digidesign reserves the right to refund your purchase price at its sole discretion.
- The extended warranty is non-transferable.

General Exclusions

- This plan does not cover accidental or intentional physical damage, condensation, spilled liquids, misuse, abuse, products with missing or altered serial numbers, or damage caused by repair personnel not authorized by Digidesign.
- This plan does not cover theft.
- This plan only applies to products covered under the plan.
- This plan does not cover indirect, consequential or incidental damages, including but not limited to loss of use, loss of business, loss of profits, loss of data, and downtime.