



WARRANTY TERMS

UNIÓN DESARROLLOS ELECTRÓNICOS S.A. (hereinafter UDE), guarantees the normal operation of the equipment and products manufactured by UDE.

Warranty Terms and Conditions

1. From June 1st, 2021; UDE guarantees all its products and equipment for a period of 4 (four) years from the date of delivery of the same (delivery date or invoice date, whichever occurs before) except for speakers and acoustic boxes.
2. The speakers and UDE acoustic boxes have a warranty coverage as established by the current legislation in Spain, from their delivery date (delivery note date or invoice date, whichever comes first). The batteries will have a 1-year warranty, under the conditions established in this document.
3. UDE's warranty will only result from the application upon presentation of the delivery receipt (delivery note or invoice).
4. Warranties will only apply if the products and equipment have been installed according to UDE's installation, connection, safety and operating instructions.
5. During the warranty period, UDE will repair or replace the product or equipment at its own discretion without generating any charge for the customer, an exception to those expressed herein.
6. The technical assistance is carried out only and exclusively in our Official Technical Service from Sant Joan Despí.
7. The customer must send the products free of charge to our usual address:

UNIÓN DESARROLLOS ELECTRÓNICOS S.A.
C/Montilla, 2
08970 – Sant Joan Despí
Barcelona – Spain

Or to any Technical Service authorized by UDE (Consult)

Warranty exclusions

The warranty does not cover in any case:

1. Damage caused to products and equipment due to improper treatment or negligent use, for lack of maintenance and/or basic care, for not respecting the instructions for use of products and equipment, for manipulation of the connections of the equipment or accidents.
2. Equipment and products that have been handled, modified and / or repaired by persons or entities that are not authorized by UDE.
3. Damage caused by meteorological phenomena, acts of vandalism, terrorist acts, natural catastrophes or similar events.
4. Application of inadequate or poorly connected voltage or energy.
5. Damages due to improper treatment, including transport, which must be claimed directly from the transport company, even if the products and equipment have been shipped freight paid by UDE.
6. The failures that cause in an abusive / incorrect use for other different purposes which the product was manufactured for.
7. Expenses for installation / uninstallation of products and equipment or their components and/or accessories.
8. Any component subject to wear related to use.
9. Products and equipment that does not have its factory, serial or lot number identified, as appropriate, or that it has been altered or deleted.

Responsibilities

1. This warranty is exclusive and substitute for any other express or implied warranty, including implied warranties of merchantability and suitability for a particular purpose, and UDE hereby rejects any other warranty
2. UDE also disclaims all liability for damages resulting or subordinate to breach this warranty. Some countries do not allow the exclusion of resulting or subordinate damages, therefore, the above limitations may not apply to you.
3. During repairing period, no amount will be charged for damages for the time the device is out of service.

RMA of equipment in guarantee

If you have a problem with a UDE product or equipment, request to UDE for an RMA number through the appropriate section for this purpose in the "Client Area" of our website www.udeaudio.com.

Discrepancy

In case of disagreement of the buyer about the service provided during the warranty period, he must communicate the reasons for said disagreement in writing so that they can take the relevant corrective actions.

As many issues may arise due to the interpretation, compliance or resolution of this warranty, the parties expressly waiving their own jurisdiction, sometimes the jurisdiction of the following courts and tribunals:

- If the buyer is a legal entity; company or institution, public or private; both parties submit to the courts and tribunals where they have UDE has a registered office in that time.
- If the buyer is a legal person, they submit the corresponding courts and juries as determined by current legislation at that time.