# MXL WARRANTY POLICY

MXL, a division of Marshall electronics is committed to ensuring that customers have the best possible experience with our products. MXL warranties its products (purchased and kept in the United States) for a period of 1 year from the date of purchase, with an additional 2 years of warranty service upon MXL website registration (<http://www.mxlmics.com/register/>). Keep your receipt.

The original dated sales receipt or purchase confirmation will be necessary for any warranty claim. Do not send any unit directly to Marshall Electronics without prior authorization from our service department. MXL will repair or replace (at our discretion) any part or parts of the faulty unit which may prove defective under normal use and service during the warranty time period. Warranty of the microphone does not cover incidental damages due to use of the unit, nor damage caused by accidental misuse of the product.

**Authorized Resellers**

Our warranties are only valid when accompanied by an original sales receipt from an **MXL authorized dealer.** MXL does NOT offer any manufacturer's warranty or rebates for products purchased from a dealer that is not authorized by MXL.  
  
Always check that the seller is an authorized MXL dealer, especially if you are purchasing product online. To verify the authenticity of a retail partner, please visit [www.mxlmics.com](http://www.mxlmics.com) or email [**sales@mxlmics.com**](mailto:sales@mxlmics.com).

**Warranty Terms & Conditions**

* To process any warranty or service claim a ticket must be opened with an MXL Microphones service representative. This can be done by contacting MXL Technical Support at [techsupport@mxlmics.com](mailto:techsupport@mxlmics.com) for assistance.
* The original copy of the invoice or purchase confirmation is required to validate warranty status.
* A “like new” unit may be sent to replace the original, defective unit upon receipt of the defective unit at the MXL warehouse. This decision is at the discretion of our technicians.
* MXL will pay all standard economy domestic (USA) outbound shipping costs, excluding duties, taxes and other fees via a carrier of MXL's choice. Priority shipping costs are the responsibility of the customer. The customer is responsible for all return shipping costs.
* Defective product that do not qualify for Warranty Replacement may be processed via the MXL Product Repair policy. This choice is at the sole discretion of MXL Technical Support.
* All repairs are subject to parts & material availability.

**Non-Warranty Repair Terms**

Repair Charges (U.S. Dollars)

A diagnostic fee of $25 dollars (applicable as credit to final repair cost) will be charged to troubleshoot any Non-Warranty product. Repair charges will be set by MXL and are subject to change at any time.

Customers will be contacted with an estimate of final charges and shipping fees prior to credit card processing, at this time customers can choose to proceed with repairs or have the microphone returned. If no fault is found the evaluation fee will be retained by MXL.

A customer is responsible for all freight charges both to and from MXL including duties, taxes and any other applicable fees.

**Discontinued Product Repair Support**

Subject to parts & material availability, MXL will continue non-warranty repair support until it is no longer able to obtain replacement parts or until such time that it is no longer economically feasible to continue repair support.

Products are repaired on a first come first serve basis. Turn-a-round time of any repair is dependent upon circumstances such as product type, the nature of the problem and current repair volumes.

**Warranty of Repairs**

MXL guarantees its repair work for 90 days from the time the repaired product is shipped back to the customer.

**TERMS + CONDITIONS**

The following cases are not covered under any warranty:

(a) any non-factory-installed electrical/electronic components;   
(b) damage or defects due to alteration, misuse, abuse, normal wear and tear, extremes of temperature or humidity or abnormal strain;   
(c) accidental or intentional damage;   
(d) external damage on cables (exposed wirings, cuts, tears, etc.);   
(e) the repair/replacement of expendable maintenance items including, but not limited to, windscreens, screws;  
(g) cracking or other damage to the finish after seven (7) days of purchase;   
(h) any damage from accessories (casings, shockmounts, battery etc.);   
(i) any item/s included free on a purchase;   
(k) sound characteristics (sound is a subjective matter and is not warranted); or   
(l) any item not purchased from an authorized MXL Microphone retailer.  
(m) any item purchased outside of the United States

(n) any item purchased inside of the United States, then sent international