

## **Denon Limited Warranty**

### **Warranty:**

**The foregoing warranties apply to the original purchaser of the product only, not to any subsequent purchaser or party acquiring the product and not to any party purchasing from an unauthorized dealer.**

### **INSTALLATION PRODUCTS**

Denon Professional and Marantz Professional Installation (rack mount) products are warranted for a period of two (2) years from the date of installation or purchase by the end-user. If an installation product is found to be defective within the first 30 days of purchase, it will be replaced with a new unit. If the product fails in months 2 through 24, a certified B-stock unit can be sent in replacement or the unit may be sent to the Service Department in Itasca for repair. Certified B-stock units sent as replacements are warranted for the balance of the original warranty period. To obtain a Return Authorization (RA) or Service Return Authorization (SRA), contact D&M Professional Tech Support at 1-630-741-0330.

### **P-SERIES INSTALLATION PRODUCTS**

Installation (rack mount) products designated as P-series products are warranted for a period of one (1) year from the date of installation or purchase by the end-user. If a P-series installation product is found to be defective within the first 30 days of purchase, it will be replaced with a new unit. If the product fails in months 2 through 12, a certified B-stock unit can be sent in replacement or the unit may be sent to the Service Department in Itasca for repair. Certified B-stock units sent as replacements are warranted for the balance of the original warranty period. To obtain a Return Authorization (RA) or Service Return Authorization (SRA), contact D&M Professional Tech Support at 1-630-741-0330.

### **PORTABLE PRODUCTS**

Portable products are warranted for a period of one (1) year from the date of purchase by the end-user. If a portable product is found to be defective within the first 30 days of purchase, it will be replaced with a new unit. If a portable product fails within months 2 through 12, call 630-741-0330 to receive a Service Return Authorization for expedited factory service.

### **ACCESSORY PRODUCTS**

All accessory products are warranted for a period of ninety (90) days against manufacturing defects whether purchased separately or are included with original product. To obtain a Return Authorization (RA) or Service Return Authorization (SRA), contact D&M Professional Tech Support at 1-630-741-0330.

### **SERVICE FREIGHT POLICY**

Following are the freight terms for all service related shipments.

**D&M Professional** is responsible for the freight charges one way, outbound from the repair facility on all warranty repair and exchange units.

**Dealer** is responsible for the freight charges one way, inbound to the service facility for warranty service and exchange units. Dealer is responsible for both inbound and outbound freight charges for out-of-warranty units.

**D&M Professional** does not provide “call tags” for service related shipments.

**Procedure  
for Warranty  
Returns or  
Repairs:**

To expedite the process of your Return Authorization or Service Return Authorization the following information will be requested by our Technical Service Representatives:

- 1) Product model number
- 2) Serial number of the product being returned
- 3) A copy of the original purchase receipt that displays the Dealer's name and date of purchase
- 4) A description of the defect

**Out-of-  
Warranty  
Repairs:**

For repair of out-of-warranty units, please call the D&M Professional Service Department at 630-741-0330.