

Ortofon Service and Warranty Information

1-Year Limited Warranty

All of Ortofon's cartridges are backed by a 1-year* guarantee against defects in workmanship and materials when purchased from an authorized Ortofon dealer. All defect claims must be returned directly to the Ortofon distributor in the country or geographical area in which it was originally purchased, and must be accompanied by valid proof of purchase. Ortofon's warranty does not cover expendable items.

*Except for where otherwise mandated by local laws or statutes.

Ortofon Moving Coil Exchange Service

In the case of Moving Coil (MC) cartridges with a non-replaceable stylus, out-of-warranty cartridges are eligible to receive 25% of the current MSRP price towards a Moving Coil (MC) cartridge of equal or greater value. Exchange Service cartridges must be returned to Ortofon and will be handled by any authorized Ortofon dealer pursuant to the purchase of a new cartridge.

More Information about Warranty & Exchange

For more information about Ortofon's warranty or exchange procedure within the United States (USA), please contact Ortofon, Inc at (914)762-8646, between business hours of 10am to 6pm Eastern, M-F. All requests for warranty service must be accompanied by a valid proof of purchase indicating the sale of the product within the past year from an authorized Ortofon dealer. Products purchased from outside of the United States are only valid in the country they were purchased in; items purchased from unauthorized dealers may be refused warranty service based on Ortofon's sole discretion.