

PIONEER WARRANTY IN SWITZERLAND

How to proceed if you wish to claim on the Pioneer Guarantee

Sacom AG is the official importer for all Pioneer products in Switzerland. We assume a guarantee for all Pioneer products imported and registered by Sacom AG.

Did you purchase your Pioneer device in Switzerland?

Since January 1st 2013, all of our devices are covered by the manufacturer's guarantee of 2 years as from the date of purchase from the dealer.

If your device needs attention or repair (within or outside the guarantee) please first of all contact your dealer. He will check the device and, in the event of a defect, will send this to Sacom AG together with your purchase receipt and the guarantee certificate. Your device can be identified without any problems via the serial number.

Did you purchase your Pioneer device outside of Switzerland?

All devices purchased in a country listed on the international guarantee coupon are covered by the manufacturer's guarantee of 1 year from the date of purchase. To benefit from this guarantee in Switzerland, please contact Sacom AG and send the device, together with the fully completed international guarantee coupon (device model, dealer address abroad, date of purchase and dealer stamp), to Sacom AG for repair.

Sacom AG cannot assume any guarantee liability for devices not imported into Switzerland by Sacom AG as official importer for Pioneer products in Switzerland (grey imports).



PIONEER CONSUMER WARRANTY

The Authorised Pioneer Distributor (the "Distributor") established in the country of first purchase of this product (as listed in the Warranty Certificate) warrants this product to be free of defects in materials and workmanship, subject to the conditions set forth below.

CONDITIONS:

1. The Pioneer Consumer Warranty is valid in all countries listed in this Certificate for a period of **one year** from the date of first delivery.
2. In the event that this product fails to function properly during the warranty period, the Authorised Pioneer retailer or an Authorised Pioneer Service Centre ("ASC") will make this Product capable of operating for the purposes for which it was designed, without charging for labour and parts.
3. This warranty will be honoured only if the original invoice, a clear sales receipt and/or the duly filled out Warranty Certificate is presented to the Authorised Pioneer retailer or the ASC. Pioneer reserves the rights to refuse free of charge warranty service if the information on such documentation is incomplete or illegible.
4. The obligations of the Distributor are limited, at his sole discretion, to either the repair (whether with new or recycled parts or products) or the replacement of the defective product.
5. All warranty repairs must be performed by an Authorised Pioneer retailer or an ASC. Repairs performed by non-authorised repair shops will not be reimbursed and if such repairs damage this product, such damage will not be covered by this warranty.
6. This warranty does not cover any product which is used in any trade or business or for industrial or commercial purposes.
7. This warranty is not applicable in cases other than defects in materials or workmanship and, in particular, does not cover:
 - periodic check-ups, adjustments, maintenance or conversions as well as replacement of parts due to normal wear and tear;
 - damage caused by accidents, negligence, modifications, use of non-Pioneer parts, improper use, installation or packing;
 - damage caused by lightning, water, fire, acts of war, public disturbances, incorrect mains voltages, incorrect ventilation or any other cause beyond the control of the Distributor;
 - speakers that have been subjected to power in excess of that for which they were designed;
 - products with altered, deleted, missing or illegible serial numbers; and
 - non-compliance with any guideline of the Instruction Manual as well as any warning in the concerned Manual(s) or other relevant documentation.
8. The Distributor is not responsible for any damage to audio/video/data media holders or to any equipment used in connection with the product.
9. This warranty is offered to any person who has legally obtained possession of the product within the warranty period.
10. This warranty constitutes the purchaser's sole remedy. Pioneer Corporation and Pioneer Europe NV shall not be liable for any repair or replacement cost or any damage or loss directly or indirectly related to the malfunctioning of the product.
11. This warranty is only applicable to products purchased in one of the countries listed in this document. It remains applicable when, following such purchase, the product is brought into any other country listed.
12. This warranty is in addition to any statutory or other rights of the purchaser pursuant to applicable law. It does not affect any warranty terms and conditions granted to the purchaser in the country of purchase in addition to this warranty.

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