

# BLAZE

## General Warranty Policy (2021-11-02)

*Blaze Audio products are designed not only for optimal audio quality and user experience, but also endure. Wherever a Blaze product is installed, our services shall allow the end-user a quick resolution on any issues.*

### **Pascal A/S and Blaze**

Pascal is the manufacturer of Blaze branded products. This warranty policy covers Blaze branded products.

### **How long does the warranty last?**

The warranty period is five (5) years, unless specified otherwise. The warranty period begins from the date of purchase from a Blaze authorized reseller.

### **What is covered?**

Blaze warrants, for the periods of time set forth above, that this product, when delivered to you in new condition, in original packaging, from a Blaze authorized reseller and used in normal conditions, is free from defects in manufacturing, material and workmanship.

### **How is it covered?**

At Pascal A/S own discretion, we will repair, replace, or refund the purchase price to our direct customer. Replacement products may be new or reconditioned.

For defects that relates to embedded firmware, Pascal A/S will cover products that exhibits the actual problem. At Pascal A/S discretion, we can additionally offer to ship handheld programmers or similar solutions that allows customers or service personnel to perform field updates of related products.

### **Who can claim warranty?**

All interactions, communication and claims on warranty shall only be between Pascal A/S and our direct customer.

The original end-customer, the user, shall make claims to a Blaze authorized reseller, which in turn shall make a claim to Pascal A/S.

### **How to make a claim?**

As a condition to making a warranty claim, Pascal A/S requires the customer to follow our general RMA (Return Material Authorization) procedure. Only the direct customers of Pascal A/S can make claims and return products.

### **What are the return terms?**

The direct customer shall ensure that return products are delivered to Pascal A/S, or a service partner designated by Pascal A/S. All expenses related to the return of product to Pascal A/S are held by the Blaze authorized reseller, this includes duties, customs, and insurance charges. Pascal A/S is not responsible for any damage to the product during transit.

If applicable, Pascal A/S will hold all costs and responsibilities for returning repaired or replaced products to the direct customer.

Upon receipt, all products and related material returned to Pascal A/S will become the property of Pascal A/S.

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## **How long is warranty processing time?**

Pascal A/S will start warranty determination process upon receipt of products. For correctly followed RMA procedure, warranty will be processed immediately, within five (5) days. At Pascal A/S discretion, advanced root cause analysis might be required, in which case warranty claim will be determined within five (5) weeks.

## **What will void warranty?**

The warranty is void for below or similar scenarios:  
Serial numbers removed or defaced. Product has been modified, altered, or otherwise subjected to abuse or misuse outside reasonable user scenarios, at the discretion of Pascal A/S. Products damaged by drop or heavy external impact. Products repaired by any person or procedure not authorized by Pascal A/S. Damage or product degradation caused by improper maintenance. Operation outside the normal environmental specifications for the product. Product installation or use not conforming Pascal A/S recommendations in product documentation or through direct communication channels.

The warranty does not cover damages caused by accidents, overvoltage, power surges, flooding, fires, earthquakes, or other external causes.

## **Additional damages and extended liability**

Pascal A/S shall not be liable for any indirect, incidental, or consequential damages that might arise. This includes lost profits, damages to external or connected equipment or loss of use arising out of any purchase, sale or use of the products. Prior advice to Pascal A/S cannot make this clause exempt.

## **Other limitations**

Except as expressly set forth in this agreement, products and services are provided "as is" without warranty of any kind and Pascal A/S disclaims all warranties, expressed or implied, with respect to all products and services, including any implied warranties of merchantability, fitness for a particular purpose, title or non-infringement, and any warranties that may arise from usage of trade or course of dealing.

Pascal A/S does not warrant, guarantee, or make any representations regarding the use of or the results of the use of the products or services in terms of correctness, accuracy, reliability, or otherwise. Pascal A/S does not warrant that the operation of the products will be uninterrupted or error free.

All disputes to warranty claims, shall follow the terms herein and adhere to current laws and regulations on business-to-business trade relations.

Pascal Warranty Policy approved by:

Gustaf Høskuldsson  
Director, Global Quality  
Pascal A/S

2021-11-02  
Herlev, Denmark