

WARRANTY

COVERAGE 1 YEAR

Our warrants that the covered product will be free from defects in materials and/or workmanship from the date of purchase for the period of time. Defects in materials and workmanship are defined as situations where the instrument becomes defective, malfunctions or fails to perform under conditions of normal, intended use.

ELIGIBILITY CRITERIA FOR THIS LIMITED WARRANTY

This limited warranty is offered only to the original purchaser of a product purchased new from an authorized M-VAVE dealer in the Warranty Region.

PROOF OF PURCHASE REQUIRED FOR ALL WARRANTY CLAIMS

Please keep all original receipts from online or offline purchases to establish the date of purchase. Note: Specific warranty policies may vary by dealer. A receipt is required to validate your warranty claim. The serial number (SN) is not mandatory but may be helpful.

How to Obtain Service

Please retain your proof of purchase. For warranty service, contact the authorized retailer from whom you purchased this product.

Note on Regional Service

To ensure prompt and efficient service, warranty claims are handled by the authorized retailer in your region. This allows for faster response times and local logistics support without the delays or loss associated with international shipping. If you contact us directly, we also require you to provide proof of legitimate purchase from the dealer and verify the service progress with the dealer. If you cannot reach the dealer, we will be happy to help you review your order information and assist you in contacting the dealer, or handle your warranty service personally.

WHAT IS NOT COVERED?

a. Normal wear and tear & cosmetic aging;

Including but not limited to: consumable parts such as batteries or protective coatings; normal wear and tear; scratches, dents, cracked port plastics; changes in finish or plating (e.g., cracks, fading) caused by environmental factors such as temperature, humidity, sunlight, sweat, or chemicals.

b. Damage caused by human factors or external conditions;

Including but not limited to: accidents, abuse, misuse, neglect, improper operation; failure to install or use the product according to the manual; damage during transportation; fire, earthquake, liquid spills, extreme temperature/humidity, dust, smoke, corrosion; defects caused by use with another product.

c. Unauthorized modification or purchase channel issues

Including but not limited to: any product that has been altered or modified, has a tampered serial number, or has been serviced by unauthorized personnel; products purchased from an unauthorized local dealer; subjective tonal characteristics.

保修说明

保修范围（1年）

M-VAVE 保证，自购买之日起在1年保修期内，所涵盖的产品在材料和工艺上不存在缺陷。材料和工艺缺陷定义为：在正常、预期使用条件下，产品出现故障、失灵或无法正常工作。

保修资格

本有限保修仅适用于在保修区域内从授权 M-VAVE 经销商处购买全新产品的原始购买者。

购买凭证要求

所有保修索赔需提供购买凭证。请妥善保管线上/线下购买的原始收据，以确定购买日期（请注意：具体的保修政策以经销商提供的为准）。收据是验证保修索赔的必需文件，序列号（SN）并非必需，但如有可提供帮助。

如何获得服务及区域服务说明

1. 首选联系购买经销商

请保留好您的购买凭证。如需保修服务，请首先联系您购买产品的授权零售商（如线上或线下店铺）。保修索赔由您所在地区的授权零售商处理，以确保快速响应和本地物流支持，避免国际运输的延误或损失。

2. 若无法联系经销商

如果您直接联系我们，我们也会要求您提供在经销商处合法购买的凭证记录，并需要与经销商核实服务进度。如果您联系不上经销商，我们很乐意为您审核订单信息，协助您与经销商取得联系，或由我们亲自处理您的保修服务。

不保修范围

a. 正常使用中的消耗与外观老化

包括但不限于：电池、保护涂层等随时间损耗的部件；正常磨损；划痕、凹痕、外壳塑料件破裂；因温度、湿度、阳光、汗水、化学品等环境因素导致的表面或镀层变化（如裂纹、褪色等）。

b. 人为或外部因素导致的损坏

包括但不限于：事故、滥用、误用、疏忽、不当操作；未按说明书安装或使用；运输过程中造成的损坏；火灾、地震、液体泼溅、极端温湿度、灰尘、烟雾、腐蚀等外部环境原因；与其他产品配合使用所引发的故障。

c. 未经授权的改动或购买渠道问题

包括但不限于：私自改装、序列号被篡改、非授权人员进行的维修或服务；从未经授权的经销商购买的产品；以及主观上的音色特性问题。