

Warranty and Assistance

Community Professional Loudspeakers guarantees its manufactured products to be free from defective components and factory workmanship for a period of time starting from the date of purchase printed on Community's (or any of its Authorized Dealer's) invoice to the end customer.

The standard warranty period is: 48 months for rack ALC units.

All warranty repairs and retrofits must be performed at Community facilities or at an Authorized Service Center at no cost for the purchaser. Warranty exclusion: Community's warranty does not cover product malfunctioning or failure caused by: misuse, abuse, repair work or alterations performed by non-authorized personnel, incorrect connections, exposure to harsh weather conditions, corrosive environments, mechanical damages (including shipping accidents), and normal wear and tear. Community will perform warranty services provided that the product is not damaged during transportation.

Return of Goods

Goods can be returned to Community only after they have been granted a Return Merchandise Authorization (RMA) number to be attached to the external packaging. Community (or its Authorized Service Center) has the right to refuse any returned good without a RMA number.

Repair or Replacement

Community reserves the right to repair or replace any defective goods covered under the product warranty at its sole discretion and as it deems best.

Cost and Responsibility of Transport

The purchaser (or end user/customer) is solely responsible for all transportation costs and risks associated with sending warranty covered goods to Community or its Authorized Service Center. Community will assume full responsibility and cover all costs incurred to send the goods back to the purchaser (or end user/customer).

Warranty

Assistance

All servicing and repairs for Community ALCs is handled by Powersoft Worldwide, but processing of warranty claims must be submitted to Community first. Please follow the instructions below in case of any difficulties.

There are no user-serviceable parts in the ALC unit. Refer to qualified technical personnel for servicing. If your ALC needs repair, contact Community's Technical Service Department.

- Take a note of each serial number of the units to be returned.
- Completely fill out the defect report form for each unit to be returned. Send the completed defect report form to service@communitypro.com.

After having applied the aforementioned procedure, the Community service manager will work with Powersoft to determine the appropriate Service Center to which the ALCs must be shipped and the product's warranty status. Community will also provide RMA numbers for each unit.

Do not contact Powersoft directly for Community ALC servicing or repairs. All claims must be processed by Community.

In-Warranty Repairs

The service repair will be free of charge for the customer.

Out of Warranty Issues

- The service costs are calculated on the local rate applied from the service center and supervised by Community.
- The repair time has been set by Community and it's equally applied in all the authorized service center
- The unit will be evaluated by a technician, and the service center will provide the customer with the estimated costs.
- The repair will only take place once the customer has approved the estimated costs.
- The customer will pay the shipping charges once the repair has been completed, depending on the countries' standard procedures.

For any inquiries please email Community's Technical Service Department at service@communitypro.com

Shipping the product for factory service

- Record each serial number of the units to be returned.
- Fill out completely the defect report form for each unit to be returned.
- Send the completed defect report form to the following email address: service@communitypro.com

After having applied the aforementioned procedure, you will receive an email from Community containing the Return Merchandise Authorization (RMA form) for each unit returned and a Service Center shipping address. All ALCs must be shipped to the specific Service Center address provided by Community, units shipped to any other location will be rejected.

Phone Support Hours

Monday - Friday 8.30 AM to 5.00 PM Eastern Time Zone
ph: +1 610 876-3400

Important Note: Mark or write the RMA# on the outside of the box in a prominent place. If the RMA# is not displayed on the outside of the box, the shipment will be rejected and sent back to the customer.

Dead on Arrival (D.O.A.) Procedure

In case of a "dead on arrival" D.O.A. product, we ask the customer to contact the Community Service Department, mentioning the serial number of the faulty unit.

The D.O.A. unit will be replaced completely without any additional charges!

Important Note: To avoid any warranty issue, do NOT tamper with, or operate the D.O.A. unit in any way. Community declines any D.O.A. product warranty service if the returned unit has been tampered with or misused by the customer.