English

WARRANTY TERMS AND CONDITIONS

Artikelnr.: 24456

Your provider and contracting party:

Canton Elektronik GmbH + Co. KG, Neugasse 21–23, 61276 Weilrod
Managing Directors: Christoph Kraus, Günther Seitz
Phone: +49 (0)6083 2870, E-Mail: info@canton.de
VAT Identification Number (Ust-IdNr.):
DE 111294343, WEEE Registration Number: DE 990916

For inquiries, please call our service hotline:
+49 (0)6083 287–87
Our service team can be reached as follows:
Monday – Thursday: 8:00 AM – 4:45 PM,
Friday: 8:00 AM – 12:30 PM

Canton (Canton Elektronik GmbH + Co. KG, Neugasse 21–23, 61276 Weilrod) provides the buyer (warranty holder) of passive, active, and semi-active speakers and electronics (hereinafter referred to as "Products") with a special manufacturer's warranty under the following conditions. For products from other manufacturers and brands purchased from Canton, the statutory warranty rights apply. In cases where other manufacturers offer their own warranties, claims under those warranties are only valid with those manufacturers and not with Canton:

General:
This warranty does not limit your statutory rights in the event of defects. You can avail yourself of these statutory rights free of charge. This warranty promise does not affect any existing statutory warranty rights you may have with your seller. If the purchased item is defective, you can always turn to your seller within the framework of statutory warranty, whether a warranty claim is made or not.

Territorial Scope:
The warranty provider grants this warranty if the product was purchased within the territory of the European Economic Area (EEA, which includes the countries of the European Union, Norway, Iceland, and Liechtenstein), Switzerland, and the United Kingdom.

Warranty Statement:
With the purchase of a product, the buyer, if they are an end consumer within the meaning of § 13 of the German Civil Code (BGB), receives a manufacturer's warranty from the warranty provider. It is guaranteed that the product is free from material and manufacturing defects.
The warranty is granted for the following periods and starts from the date of purchase invoice of the device:

- 10 years for passive speakers of the current Reference series
- 10 years for passive speakers of the Reference-K series and Reference.2 series (with warranty extension)
- 5 years for other passive speakers
- 2 years for active and semi-active speakers, as well as electronics

Warranty Coverage:
Material and manufacturing defects in the purchased product will be rectified free of charge within a reasonable timeframe, either through repair or replacement of the item with an equivalent product.
Replaced parts and devices become the property of the warranty provider.
Other claims of the warranty holder under this warranty, especially claims for damages, are excluded.

Limitations of the Warranty:
Warranty claims are excluded for damages to the product caused by:
- External influences, such as transportation damage, impact or collision
- Improper or abusive handling
- Failure to observe safety precautions
- Normal wear and tear
- DIY repair attempts
- Environmental factors (heat, humidity, etc.)

Claiming the Warranty:
To assert a warranty claim, please contact the warranty provider:
Canton Elektronik GmbH + Co. KG
Neugasse 21–23, 61276 Weilrod
Phone: +49 (0)6083 287 0
Email: info@canton.de

Important Note:
To qualify for warranty service, the warranty provider must be allowed to inspect the warranty case by sending in the product. Therefore, it is essential to ensure that the product is well-packaged to prevent any damage during transportation. The invoice for the shipment of the product must be included when applying for warranty service. Without an invoice, the warranty provider may reject the warranty claim.
In cases of valid warranty claims, the warranty handling is always free of charge. This means that the warranty provider will reimburse any shipping costs for sending the product. If a paid disassembly of the product is necessary for sending it to the warranty provider, the warranty provider covers the costs required for the disassembly.
Personal data will be used solely for the purposes of order processing and possible warranty handling in accordance with applicable data protection laws.

As of January 18, 2024
Subject to technical modifications, errors, and printing mistakes.
You can find our general terms and conditions (GTC) on our website: https://www.canton.de/en/information/terms-and-conditions/