

Warranty information

Audéo PFE: limited warranty

Phonak AG guarantees, for two (2) years from date of purchase, that this product does not contain any material or manufacturing defects. This warranty applies only to the initial retail purchaser, regardless of whether the product was bought via our official webshop or through one of our retailers. In the event of a claim under the warranty, Phonak AG will replace or repair the product as it sees fit. In the event that Phonak AG replaces the product, it retains the right to replace the product by an identical product or one of at least the same value in terms of quality and technical specification. In the event of replacement, ownership of the product that has been replaced passes to Phonak, and ownership of the new product to the customer. Claims under warranty are limited to the repair or replacement of the product.

In particular, Phonak AG cannot be held responsible or liable for any monetary or consequential losses incurred accidentally. This applies also if Phonak AG was aware of the possibility of such losses. If your product suffers a defect within the guarantee period, you can claim under the warranty by presenting your proof of purchase and the possibly defective product at one of our dealers or at the webshop. If the product was bought through the webshop, you can return it to the address shown on the invoice, enclosing proof of purchase. The warranty applies only to the outer casing of the product and to any components built in to it. Claims under warranty may not be made in respect of ear tips, cleaning tool, audio filters, ear guides, storage case or cell phone adapters.

This warranty is applicable only if the product has been used in accordance with the instructions, correctly handled, and not used for any other purpose. The warranty does not cover wear and tear incurred during normal use. The warranty ceases to be valid if the product suffers damage resulting from accident, force majeure or misuse. The warranty will also become invalid if the product or its components have been repaired or modified by anyone other than Phonak. The warranty excludes any other implied customary commercial guarantees insofar as this is permitted under current legislation or, if not permitted, restricted as far as possible. In some countries it is not permitted to restrict implied guarantees, so under certain circumstances, restriction or exclusion may not be applicable in your case.

This warranty replaces all other warranties for this product.