

Milab Microphones AB - Lifetime warranty terms and conditions

Our commitment to you is to provide a trustworthy warranty against material or manufacturing defects. This warranty is in addition to and does not affect your statutory rights and is free of charge.

The lifetime warranty is subject to the following terms and conditions:

1. The warranty applies and is limited to microphones produced by Milab Microphone AB under the brand names Milab, Pearl and PML on or after January 1st, 2022, supplied in manufacturer's original packaging and to the rightful owner of the microphone. Anyone making a claim under this warranty must be prepared to present proof of ownership, e.g., a receipt from the distributor/retailer.
2. The warranty is limited to material and manufacturing defects only that may occur under normal and intended use and in accordance with any operating instructions. If you are unsure about how to operate your Milab product, please contact your retailer / local distributor / Milab Microphones AB for assistance before connecting the product to your equipment.
3. Milab reserves the right to modify or discontinue any of our microphone models. If a warranty claim is made for a microphone model which has been discontinued or significantly modified, but within twenty-four (24) months of the discontinuation or modification, Milab shall have the right to substitute the microphone with a model that in Milab's sole discretion is of equal quality or value. If the claim is made twenty-four (24) months or more after the discontinuation or modification, the microphone will be repaired under warranty only if Milab still carries the required components/parts and determines that the microphone is still serviceable.
4. The Lifetime warranty does not cover faults caused by factors outside the manufacturer's control, including, but not limited to:
 - Failure to follow operating and maintenance instructions
 - Normal ageing of components
 - Normal wear and tear
 - Inappropriate use, handling, cleaning or storing
 - Accidental and/or wilful damage
 - Modification, alteration, transformation, installation or relocation of any part of the product or any accessory supplied with the product
 - Problems caused by the use of incompatible products
 - Damage caused by electrical storm or power surge
 - Exposure to harmful chemicals, vapours or acid rain due to atmosphere pollution
 - Damage during shipping

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5. The warranty applies, and is limited, to the microphone. Accessories are not covered by the lifetime warranty.
6. You shall notify your retailer, local distributor, or Milab Microphones AB within 30 working days upon discovery of any suspected defect.
7. If the product is found to be defective within the definition detailed above, Milab Microphones AB shall, at its discretion, either replace or repair the product, or provide new goods and parts in replacement to make good any fault. This shall be Milab Microphones AB's sole obligation under this warranty, which excludes, but is not limited to, any claim for consequential loss or damage.
8. Any repair work shall only be undertaken by a party first approved by Milab Microphones AB.
9. If a claim is made under this warranty and the defect is not due to faulty materials or manufacture, Milab Microphones AB, and/or its official representatives, distributors, or servicing partners, reserves the right to make reasonable charges to you, the customer, in respect of any service engineer's time and/or replacement parts and/or shipping and handling costs, in accordance with our Service & Maintenance Tariff. Details of this Tariff are available upon request.
10. Wherever possible, any claim made under the terms of this warranty will be handled by the local official representative or distributor in your country. You, the customer, are responsible for any shipping and handling costs to return the unit to the original place of purchase or local distributor. If it is deemed that the product, after exhausting all possible options, must be repaired at Milab's workshop in Sweden, Milab Microphones will be responsible for the shipping costs for the first twelve (12) months after the original purchase date. However, shipping and associated costs must be pre-approved in writing by Milab. If more than twelve months have passed since the original purchase date, the customer shall be responsible for the shipping and handling costs of sending the product to Milab Microphones AB and returning it to the customer. Please note that shipments which have not been pre-approved will not be accepted as warranty claims.
11. These terms of business herein shall be subject to and interpreted in accordance with the laws of Sweden and the Courts of Sweden shall have the sole right to hear disputes concerning or arising from them.



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