

Berliner Lifetime Microphone Warranty

Berliner's professional microphones and associated electronics carry a limited lifetime Warranty against factory defects from date of original purchase. (Except tube which is an unheard of 5 years!)

This warranty excludes cables, connectors, finish, appearance items, or intentional abuse or misuse. If a malfunction occurs, the microphone will be repaired or replaced (at Berliner's option) without charge for materials or labor. Promptly contact the dealer where your purchased the microphone for assistance. The original dated sales receipt will be necessary for any warranty claim.

Additional Warranty (limited)

Berliner professional microphones are guaranteed for the life of the product against malfunction in the acoustic system (excluding active or passive electronics) due to defects in workmanship and materials.

Warranty Exclusions

This warranty does not cover microphone cables, connectors, finish, appearance items, intentional abuse or misuse, or operation at other than specified conditions. The Berliner warranty also does not extend to the new Berliner product if the serial number has been defaced, altered, or removed.

Shipping Policy

Berliner USA will provide U.S. round-trip shipping (UPS or FedEx Ground) for any microphone requiring service under this warranty.

Please contact Berliner's Customer Service 888.642.8447 for a prepaid shipping label, after first obtaining a Service Return Authorization (**SRA**). Or, if you prefer, you may prepay the cost of shipping, and Berliner will reimburse you. Send copies of the shipping receipts to Berliner to receive reimbursement. Berliner does not accept COD shipments.

Obtaining Warranty Service

A Service Return Authorization (SRA) is required for product being sent to the factory for repair. An SRA can be completed online at **www.berlineraudio.com/support/factserv.htm**. If you do not have access to the web, please call Berliner's Customer Service at **1-888.642.8447**.

Berliner Microphone Factory Service

Parkway Center
4599 Parkbreeze Court
Orlando, FL 32808

