

Niagara 5000 / Niagara 7000 Limited Warranty

The Quest Group, DBA: AudioQuest, warrants to the original purchaser of this AudioQuest Niagara 5000 / Niagara 7000, will be free from defects in material and workmanship for a period of five years. The purchaser of the product is encouraged to complete the warranty registration by mail or online at the AudioQuest website.

If the product does not conform to this Limited Warranty during the warranty period (as herein above specified), purchaser shall notify AudioQuest in writing (or e-mail), of the claimed defects. If the defects are of such type and nature as to be covered by this warranty, AudioQuest shall authorize the purchaser to return the product to the AudioQuest factory (2621 White Road, Irvine, California, 92614 USA). Warranty claims should be accompanied by a copy of the original purchase invoice showing the purchase date; this is not necessary if the Warranty Registration was completed either by mailing in the completed warranty card or by registering online at the AudioQuest website. Shipping charges to the AudioQuest factory (Irvine, California, USA) must be prepaid by the purchaser of the product. AudioQuest shall, at its own expense, furnish a replacement product or, at AudioQuest's option, repair the defective product. Return shipping charges back to the purchaser will be paid by AudioQuest.

All warranties contained herein are null and void if: the AudioQuest AC power product (Noise-Dissipation System) has been opened, improperly installed, altered in any way, or tampered with. AudioQuest is not responsible for any connected equipment or any claims of damage to connected equipment due to the occurrence of an AC power surge, spike, or over-voltage event, unless AudioQuest determines after thorough inspection and testing by AudioQuest (with product shipped to AudioQuest USA at the owner's expense), that the protection circuitry was in whole or in part improperly functioning. AudioQuest is not responsible for any connected equipment that is damaged due to external signal lines (non-AC power lines), that carry an electrical storm or signal wiring fault surge or spike (such as Ethernet, cable, and satellite connections). All AudioQuest AC power products (Noise-Dissipation Systems), must be plugged directly into a properly wired AC power line with a protective ground.

AudioQuest AC power products (Noise-Dissipation Systems) cannot be "daisy-chained" together in serial fashion with other AC power strips, UPS devices, other AC surge protectors, AC power conditioners, three-to-two prong adapters, or AC extension cords. Any such installation voids the warranty. The AudioQuest warranty only protects against damage to properly connected equipment or AC cables where AudioQuest has determined, at its sole discretion, that the damage resulted from an AudioQuest power product (Noise-Dissipation System) circuit or protection circuit malfunction and does not protect against acts of God (other than lightning, such as flood or earthquake), war, terrorism, vandalism, theft, normal use wear and tear, erosion, depletion, obsolescence, abuse, damage due to low-voltage disturbances (i.e., brownouts or sags), or system equipment modification or alteration. Do not use this product in any way with a generator, heater, sump pump, water-related devices, life-support devices, medical devices, automobile, motorcycle, or golf-cart battery charger. To be used indoors only and in dry areas. All warranties contained herein are null and void if used in any way with any of the aforementioned devices.

THE FOREGOING IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. AudioQuest does not warrant against damages or defects arising out of improper or abnormal use or handling of the product, against defects or damages arising from improper installation, against defects in products or components not manufactured by AudioQuest, or against damages resulting from such non-AudioQuest made products or components. This warranty shall be cancelled by AudioQuest at its sole discretion if the product is modified in any way without written authorization from AudioQuest. This warranty also does not apply to products upon which repairs have been affected or attempted by persons other than pursuant to written authorized by AudioQuest.

THIS WARRANTY IS EXCLUSIVE. The sole and exclusive obligation of AudioQuest shall be to repair or replace the defective product in the manner and for the period provided above. AudioQuest shall not have any other obligation with respect to this product or any part thereof, whether based on contract, tort, strict liability, or otherwise. Under no circumstances, whether based on this Limited Warranty or otherwise, shall AudioQuest be liable for incidental, special, or consequential damages. AudioQuest employees or representatives' ORAL OR WRITTEN STATEMENTS DO NOT CONSTITUTE WARRANTIES, shall not be relied upon by purchaser, and are not a part of the contract for sale or this Limited Warranty. This Limited Warranty states the entire obligations of AudioQuest with respect to the product. If any part of this Limited Warranty is determined to be void or illegal, the remainder shall remain in full force and effect.

Warranty claims should be accompanied by a copy of the original purchase invoice showing the date of purchase. (If a Warranty Registration Card was mailed in at the time of purchase or if the product was registered online, this is not necessary.) Before returning any equipment for repair, please be sure it is adequately packed and cushioned in either the original or a new AudioQuest factory-supplied polybag, foam insert pair, and dual carton set to protect against damage in shipment, and that it is insured.

Warranty Registration

Please register your product here. <https://www.audioquest.com/page/aq-product-registration.html>

Limitations and Conditions

This warranty is subject to the following limitations and conditions:

The unit will not be covered under the warranty if:

- It has been altered or modified in any way.
- It has been damaged due to misuse, negligence, accident, or improper operation.
- It has been subjected to water damage, or extremes of humidity or temperature.
- It has been purchased from an unauthorized dealer, or unauthorized repair or service has been performed.

For repairs and returns:

- A request for a Return Merchandise Authorization (RMA) number must be made in writing or via phone to AudioQuest.
- A return address and phone number must be included.
- Returned product must be accompanied by the RMA number, a written description of the defect or issue, and a photocopy of the original purchase receipt.
- Customer is responsible for paying shipping charges to AudioQuest.

- If the product is found to be out of warranty, as in the conditions specified above, the customer will be given the option to pay for the repairs or replacement, or to have the unit returned to them.

Limited to original purchaser:

- This Warranty is for the sole benefit of the original purchaser and shall not be transferred to a subsequent purchaser of the product.

Warrantor and Contact

Inquiries regarding the Limited Warranty, or a request for an RMA may be sent to the following address:

USA

AudioQuest
Attn: Customer Service
2621 White Rd
Irvine, CA 92614
United States
Email: rma@audioquest.com
Phone: (949) 790-6000

Netherlands, Germany, UK

AudioQuest
Attn: Customer Service Hoge Bergen 10
4704 RH Roosendaal
The Netherlands
Email: info@audioquest.nl
Phone: +31 165 54 1404

Warranty Outside the USA, Netherlands, Germany or the UK

AudioQuest has authorized distributors in many countries of the world. In each country, the authorized distributor or dealer thereof has accepted the responsibility for warranty of products sold in their respective countries. Warranty service should normally be obtained from the authorized distributor or dealer from whom you purchased your product. In the unlikely event of service required beyond the capability of the distributor, AudioQuest will fulfill the conditions of the warranty. Such product must be returned at the owner's expense to AudioQuest, together with a photocopy of the bill of sale for that product, a detailed description of the problem, and any information necessary for return shipment.

AudioQuest makes no other express warranty of any kind whatsoever. All implied warranties, including warranties of merchantability and fitness for a particular purpose, exceeding the specific provisions of this warranty are hereby disclaimed and excluded from this warranty.

No representative or other person is authorized to assume for AudioQuest any liability except as stated in this warranty.