

Warranty Information

All Products: 3-Year Replacement Limited Warranty

Diode Dynamics carries a 3-year limited warranty on all products, for manufacturing defects or product failure, effective May 1st, 2014.

If you should have an issue with any product, we will diagnose the issue with you, and you may be required to answer questions or assist in the diagnosis. If Diode Dynamics determines, in its sole discretion, that your product is defective in material or workmanship, Diode Dynamics will issue an RMA number. An RMA number must be issued before any items are returned.

For approved warranty claims, Diode Dynamics will replace the defective product with the same product or, if it has been discontinued, one comparable in performance and value.

U.S. Customers: All shipping costs are covered by Diode Dynamics. In most cases, you will immediately receive the new products with a return label. However, in some cases, you may need to use a provided return label to send back items first.

International Customers: You are responsible for return shipping costs, although Diode Dynamics will cover shipping costs for the replacement. You must return defective products before replacement can be sent.

Select Products: 8-Year Limited Warranty

In addition to the above 3-Year Replacement Limited Warranty, Diode Dynamics carries an 8-year Limited Warranty on select products. Currently, this includes and is limited to all Stage Series products.

After 3 years of Replacement Limited Warranty, Diode Dynamics will continue to warrant that select products are free of defects for up to 8 years from when the product was ordered. These products must be returned at the customer's expense to Diode Dynamics, for inspection, and will be replaced or repaired, at the sole discretion of Diode Dynamics. Shipping back to the customer will be covered by Diode Dynamics.

Free Support Forever

Diode Dynamics always provides free support and assistance to any customer. If your warranty has expired, you will continue to receive free service, and we will assist you in determining a solution or possible repair to any issues you might be having with our products.

Stipulations

All schedules are based on the number of days between original purchase date and receipt of RMA information by Diode Dynamics. All warranties are non-transferable. Warranty terms and policies are subject to change without notice.

All warranties, expressed or implied, are void if our warranty claim department determines that there is sufficient evidence of one or more of the following:

- **Negligence:** Improper installation or improper use, including using or installing any product in a manner not specified by Diode Dynamics, or damage caused by improper installation.
- **Abuse:** Damage beyond the limits of “normal wear and tear.”
- **Unauthorized Repair:** Repair service performed or attempted by an unauthorized party.
- **Unauthorized Dealer:** Purchase of items through any unauthorized party.
- **Modification or Tampering:** Opening, disassembling, cutting wires, or in any way tampering with any product in a manner not specified by Diode Dynamics.

Making a Claim

If you need warranty service, please first use our troubleshooter to find a possible solution, for your problem. This will also allow you to determine what part has failed. You may get a troubleshooter code, which you can use to speed up the process!

If the troubleshooter does not help solve the problem, or you get a troubleshooter code, please request warranty help by contacting us or Requesting an RMA. Please include as much information as possible about the problem, as well as a troubleshooter code if you received one. Alternatively, you can also send us a message, choosing “Support and Warranty” department, or give us a call.

SATISFACTION GUARANTEE

Our Guarantee: At Diode Dynamics, we want to ensure every customer is satisfied with their purchase. Therefore, we offer a straightforward satisfaction guarantee: If you aren't satisfied with your purchase, for any reason, just contact us within 30 days of your purchase and we will arrange a refund or exchange the items with no hassle.