

Dante AVIO Limited Warranty

1. What this warranty covers

Audinate warrants that Dante AVIO hardware products (**Product**) will be free from defects in materials and workmanship under normal use and in accordance with Audinate's published instructions during the Warranty Period.

2. Warranty Period

To the maximum extent permitted by law, this is the sole warranty provided for the Product and Audinate excludes all other warranties, conditions and representations. To the extent any implied warranties cannot be excluded, their duration is limited to the Warranty Period.

3. Who is covered

This warranty is provided only to (a) the original end customer purchaser and (b) authorized Audinate resellers. It is not transferable.

4. How to make a claim

To make a claim, contact your authorized reseller or Audinate Support at getdante.com/support. You must provide Proof of Purchase, SKU, serial number and a description of the issue. All returns require a Return Merchandise Authorization (RMA) issued by Audinate before shipping. You must follow RMA instructions and package the Product to prevent transit damage.

5. Remedies

If Audinate confirms a covered defect during the Warranty Period, Audinate will, at its option:

- repair the Product;
- replace the Product with a new or refurbished unit or parts, or a functionally equivalent model;
or
- refund the price paid for the Product.

Repaired or replacement Products are covered for the remainder of the original Warranty Period, subject to mandatory law. No advanced replacement is offered.

6. Shipping and costs

You are responsible for all inbound and outbound shipping, insurance, duties and similar charges associated with a claim, unless mandatory law requires otherwise.

7. What is not covered

This warranty does not cover issues or damage caused by: misuse, abuse, negligence, accident, improper handling, improper installation or configuration, failure to follow published instructions, unauthorized modification or repair, use of non-approved parts or accessories, abnormal environmental conditions (including moisture, liquid ingress, corrosion, power irregularities, heat, dust), use outside specified operating limits, cosmetic damage, normal wear and tear, tampering with serial numbers or labels, inadequate packaging or shipping damage, or events beyond reasonable control.

This warranty also does not cover network design, configuration, interoperability, removal, installation and reinstallation costs, or any third party products or services.

8. No other warranties

To the maximum extent permitted by law, this is the sole warranty provided for the Product and Audinate excludes all other warranties, conditions and representations.

9. Limitation of liability

To the maximum extent permitted by law, Audinate is not liable for any indirect, incidental, special or consequential loss or damage, loss of profits, revenue, data, goodwill or business interruption. Audinate's total liability arising out of or in connection with the Product and this warranty is limited, at Audinate's option, to the price paid for the Product or the cost of repair or replacement. Nothing in this warranty excludes or limits liability that cannot be excluded or limited under applicable law.

10. Statutory rights

This warranty does not exclude, restrict or modify any non-excludable rights under applicable consumer laws. Australia: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

11. Updates and governing law

This warranty may be updated from time to time. The version published on Audinate's website at the time you make a claim applies, but Audinate will not apply an update to reduce your rights in respect of a Product purchased before the update, whether purchased directly from Audinate or from an authorized reseller, except to the extent permitted by law. This warranty is governed by the laws of New South Wales, Australia and the parties submit to the non-exclusive jurisdiction of the courts of New South Wales, Australia, subject to mandatory local consumer laws.

Regional Addenda for Consumer End Users (Outside Australia)

These Regional Addenda apply if you are a Consumer End User in the relevant jurisdiction. If there is a conflict between this Warranty and a Regional Addendum, the Regional Addendum prevails to the extent required by mandatory law.

Consumer End User means an individual acquiring the Product primarily for personal, domestic or household use (or the closest equivalent concept under local law). For business purchases, your rights are primarily governed by your contract and applicable commercial law.

EU / EEA

If you are a consumer in the EU/EEA, you have mandatory legal rights against the seller for lack of conformity, including remedies that may include repair or replacement and where applicable, price reduction or termination, as set out under local law implementing Directive (EU) 2019/771. Where mandatory law requires remedies to be provided at no cost, any claimant-paid cost terms in this Warranty do not apply to the extent of that requirement.

UK

If you are a consumer in the UK, you have statutory rights in relation to goods that do not conform with the contract, including a short-term right to reject in certain circumstances and rights to repair or replacement and other remedies under the Consumer Rights Act 2015. Any exclusions or limitations in this Warranty apply only to the extent permitted by UK law.

US

If you are a consumer in the US, you may have rights under applicable state law, including implied warranties, and some limitations may not apply in your state. To the extent the Magnuson–Moss Warranty Act applies, this Warranty is intended to be a “limited warranty” and will be interpreted to comply with applicable disclosure requirements.

Canada

If you are a consumer in Canada, you may have rights under provincial or territorial laws, including implied warranties, that cannot be excluded in consumer transactions. Any exclusions or limitations in this Warranty apply only to the extent permitted by applicable law in your province or territory.

NZ

If you are a consumer in New Zealand, the Consumer Guarantees Act 1993 may apply and provides guarantees that cannot be excluded. This Warranty is provided in addition to those rights. Any exclusions or limitations in this Warranty apply only to the extent permitted by law.

Singapore

If you are a consumer in Singapore, you may have rights under the Consumer Protection (Fair Trading) Act, including remedies such as repair or replacement and where applicable, reduction in price or refund, and evidentiary presumptions for defects arising within a specified period. Any exclusions or limitations in this Warranty apply only to the extent permitted by Singapore law.