

Warranty terms

Your provider and contractual partner:

Nubert electronic GmbH · Nubertstr. 1 · 73529 Schwäbisch Gmünd · Germany
Managing Directors: Günther Nubert, Markus Pedal · Register court AG Ulm, HRB 700296
Phone: +49 (0)7171 8712-0 · E-Mail: info@nubert.de
Tax ID No.: DE 16758584 · WEEE Reg. No. DE 48888173

For questions and individual advice, please dial our special number:
+49 (0)7171 8712-0
Our hotline is available from:
Monday to Friday from 10:00 – 14:00 and 15:00 – 18:00.

1.1. Nubert (Nubert electronic GmbH, Nubertstr. 1, 73529 Schwäbisch Gmünd, Germany) grants a special manufacturer's warranty to the purchaser on certain products of the Nubert brand, for which we state this in the offers or in the corresponding product documents, or for which these warranty conditions are enclosed with the delivery, according to the following conditions.

For products of other manufacturers and brands that you purchase from Nubert, the legal warranty rights apply. Provided that other manufacturers grant their own warranties, claims arising from these warranties are only justified against these manufacturers, but not against Nubert.

1.2. The legal rights of the purchaser, in particular the legal right of withdrawal or the statutory warranty rights, shall remain unrestrictedly available to the purchaser in addition to the warranty and shall be available to the purchaser to the full extent. The consumer's legal rights may, of course, be utilized free of charge and are not restricted by the warranty.

1.3. The warranty period for Nubert speakers in passive technology (without built-in amplifier) is 5 years from delivery to the first purchaser. In the first two years this applies without restriction. After the second year, the warranty is limited to the functionality of the drivers, the electrical connections and electronic components (cross-over). In particular, optical changes to surfaces (e.g. foiled, painted, veneered, anodized or plastic surfaces) are no longer covered by the warranty after the second year has passed.

1.4. The warranty period for Nubert speakers in active technology (with built-in amplifier, e.g. active speakers and subwoofers), as well as electronic devices of the Nubert brand (e.g. amplifiers and active tuning modules) is 2 years from delivery to the first purchaser.

1.5. The warranty period for Nubert accessories (e.g. cables, cable accessories, stands, holders, speaker casters, speaker covers) is 5 years from the date of delivery to the first purchaser. This applies without restriction for the first two years. After the second year, the warranty is limited to the functionality of the accessories. In particular, optical changes to surfaces (e.g. painted, veneered, anodized or metal, fabric or plastic surfaces) are no longer covered by the warranty after the second year has passed.

1.6. In each case, the proof of purchase of the first purchaser is the warranty certificate.

1.7. The warranty includes and is limited to the repair or replacement of the defective part free of charge in case of a quality defect of the goods (e.g. material defect or manufacturing defect) or a replacement delivery (concurrently against return of the defective product) at our discretion. In addition, Nubert will cover the shipping and return costs of the affected product from or to the curb in the case of justified warranty claims, provided that the goods are located within the states of the European Union and the shipment has been coordinated with Nubert in advance. Additional services are possible as a gesture of goodwill at Nubert's discretion. It is assumed, that a quality defect, which becomes apparent within the warranty period was already present at the time of the transfer of perils. Replaced parts or products returned in the case of a replacement delivery become the property of Nubert. Warranty services do not result in an extension of the warranty period, nor do they initiate a new warranty period. The warranty period for installed spare parts ends with the warranty period for the entire device. The acceptance or performance of warranty services is made without acceptance of liability according to statutory warranty law.

2. A warranty claim does not apply in the event of

- repair attempts of any kind not previously agreed upon with Nubert
- improper operating environment or improper storage (e.g., damage due to moisture or particularly high or low temperatures)
- improper transport packaging (the original transport packaging, used in its entirety, provides sufficient protection)
- improper mechanical impact on the goods (e.g. damage caused by dropping, scratches and damage to housings, displays and remote controls, switches, connection sockets or antennas after delivery), especially on loudspeaker chassis (e.g. depressed membranes/domes)
- improper mounting (e.g. of switches, antennas, covers, feet or brackets) or improper connection / improper operation (e.g. operating with defective or unsuitable amplifiers or other source devices with DC voltage or unusually high ripple voltage at the source device output) as well as the effect of amplifier power on speakers outside their specification (e.g. sine power of the amplifier is far above the rated power handling of the speaker)
- individually assembled cables.

3. Do not disassemble or remove any components from our devices and loudspeakers (e.g. drivers), and do not send in such individual parts before you have contacted Nubert Service and agreed on this measure.

4. In the event of a warranty claim, the defective product must be packed together with a copy of the purchase receipt and a meaningful description of the defect into the original packaging, if possible, and sent to us (see below for address). We recommend to coordinate the return with us in order to receive the free return ticket. Returning the goods within the warranty period is sufficient to meet the deadline.

5. Address your correspondence, any returns and suggestions to:

Nubert electronic GmbH, Nubertstr. 1, 73529 Schwäbisch Gmünd (Germany), Phone: +49 (0)7171 8712-0

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