



world class sound...

Naim n-Vi, n-SYSTEM and Loewe promotion **Terms and Conditions**

This is a UK-only Offer. The duration of this offer is 1st December 2007 – 31st January 2008.

Availability of Goods

- All goods are subject to availability, which may cause delays to delivery. We reserve the right to offer an alternative 42" Loewe plasma model should stocks run out of the Xelos A 42 at any time. If we cannot supply the specific model offered for any reason, we will supply the equivalent Loewe plasma or LCD if replaced, we cannot be held responsible for any other losses you may suffer.

Delivery Charges

- Normally, delivery of the system will be free of charge.

Product Warranties

- Our products are guaranteed for a minimum of 24 months, and subject to the normal manufacturer's guarantee, shipping costs will be payable to return any faulty units to manufacturer's service agents.
- The Loewe is 36 months parts and labour from date of supply.

Delivery Times

- We would anticipate delivery within 14 days but cannot be held responsible should this date be longer. Actual installation dates will need to be agreed with your retailer

Returns

- Most items are guaranteed for at least 24 months for normal domestic use. Obviously we cannot be expected to guarantee against misuse (i.e. coffee spilt inside, blown speakers etc.) or excessive wear and tear.
- Commercial use of any equipment will invalidate your consumer warranty; the warranty will not cover misuse, physical damage or modifications.
- Faulty pixels do not normally constitute a fault. Each manufacturer has its own specifications. Please note that if repairs are done other than by authorised agents or ourselves the guarantee will not apply. This guarantee is naturally in addition to your statutory rights.
- Should your ordered item arrive damaged or is faulty within 28 days, we will normally exchange it for a replacement or issue you with a full refund or credit for the cost of the item, subject to the product being returned to us complete with all packing and accessories.

Pricing Errors

- If a product is listed at a wrong price because of a human error, we have the right to refuse or cancel any orders placed prior to a contract being made.

Notification of Time Limit for Claims

- Damage in transit: If goods arrive damaged it is your responsibility to make a note on the carrier's consignment note, and your responsibility to inform us within 5 working days of delivery.

Faulty Goods

- If your order should develop a fault within 28 days of receipt our general practice is to exchange or refund the item, provided it is in 'as-new' condition. The product will be inspected to determine its condition. However this does not apply to faults caused by accident, neglect or misuse. In these cases there will be no refund or exchange. This does not affect your statutory rights.
- If your product should develop a fault outside 28 days of receipt and within the 24-month guarantee we will arrange to repair the item. This does not apply to faults caused by accident, neglect or misuse for which there can be no refund or exchange. This does not affect your statutory rights.
- After your guarantee has expired we can still help with any servicing or upgrading your equipment may require.

Complaints Procedure

- If you are dissatisfied for any reason, please contact us without delay on 01722 426600 or sales@naimaudio.com
- We are confident that the need should not arise for complaint but we do take customer service very seriously and we are sure we can remedy any problem swiftly.

Important Notice

- We take great care to ensure that product information and product images are correct, however we cannot be held responsible for errors and omissions. Manufacturers also reserve their rights with regard to product changes and their company's policy at the time of continuous development and design which might not necessarily be indicated in the specifications

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