

Mission Engineering Inc.
Limited warranty

Application.

This Limited Warranty applies only to Mission branded products (collectively referred to in this document as “Mission Hardware Products”) sold by Mission Engineering Inc. and its worldwide subsidiaries, affiliates, authorized resellers, or country distributors (collectively referred to in this Limited Warranty as “Mission”). The term “Mission Hardware Product” is limited to the hardware components, and firmware where present. The term “Mission Hardware Product” DOES NOT include any software applications or programs; non-Mission branded, and third party products such as MIDI controllers, amplifiers, effects and similar units from other manufacturers. However, non-Mission manufacturers, suppliers, or publishers may provide their own warranties directly.

Terms.

Mission guarantees that the Mission Hardware Products that you have purchased from Mission are free from defects in materials or workmanship under normal use during the Limited Warranty Period. The Limited Warranty Period starts on the date of purchase. Your dated sales or delivery receipt, showing the date of purchase of the product, is your proof of the purchase date. You may be required to provide proof of purchase as a condition of receiving warranty service. You are entitled to hardware warranty service according to the terms and conditions of this document if a repair to your Mission Hardware Product is required within the Limited Warranty Period.

During the Limited Warranty Period, Mission will, at its discretion, repair or replace any defective component. All component parts or hardware products removed under this Limited Warranty become the property of Mission. In the unlikely event that your Mission Hardware Product has recurring failures, Mission, at its sole discretion, may elect to provide you with a replacement unit that is the same or equivalent to your Mission Hardware Product in performance, or provide a refund of the purchase price. This is your exclusive remedy for defective products.

It is mandatory that the unit product number and serial number be made available when requesting a warranty service event. Failure to do so may result in the event being deemed out of warranty by Mission or Authorized Service Providers.

Mission may repair or replace Mission Hardware Products with new or previously used products or parts equivalent to new in performance and reliability, or with equivalent products to an original product that has been discontinued. Replacement parts are warranted to be free from defects in material or workmanship for ninety days, or for the remainder of the Limited Warranty Period of the Mission Hardware Product they are replacing, whichever is longer.

Transfer.

In the event that the Mission Hardware Product transfers ownership during the Limited Warranty Period, Mission will honor the terms of the Limited Warranty with the following exception: No refunds of the purchase price will be made by Mission to the original or any subsequent owner.

Procedure.

To initiate a warranty repair, the owner of the Mission Hardware Product is required to first contact Mission Customer Service via email or telephone. The owner will provide details requested by Mission Customer Service including but not limited to, product model and serial number, detailed description of the warranty claim, environment in which the product is used including non-Mission equipment that the Mission Hardware Product is connected to. If Mission Customer Service determines that a warranty service is appropriate, an RMA # will be provided. Any Mission Hardware Product returned to Mission, without an RMA # and proper description of the claim, may result in the event being deemed out of warranty by Mission or Authorized Service Providers.

Mail In Service.

Under the terms of mail-in service, you will be required to ship your Mission Hardware Product to an authorized service location for warranty repair. You are responsible for return shipping cost and must prepay any shipping charges, taxes, or duties associated with transportation of the product to the repair location. In addition, you are responsible for insuring any product you ship, and you assume risk of loss during shipping. Mission will not refund inbound shipping cost for warranty repairs. Mission will return the repaired product to you and incur shipping costs to return the product to you.

Customer Self Repair.

Mission products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement and upgrades. If during the diagnosis period, Mission identifies that the repair can be accomplished by the use of a CSR part, Mission will ship that part directly to you for replacement and Mission will incur shipping costs.

Exclusions.

Mission does not guarantee that the operation of this product will be uninterrupted or error-free, and is not responsible for damage that occurs as a result of your failure to follow the relevant instructions. Instruction Sheets and User Guides are available from the support page at mission-engineering.com, and on request from Mission Customer Service.

This Limited Warranty does not apply to expendable or consumable parts and does not extend to any product from which:

1. The serial number has been removed, damaged or rendered defective;
2. As a result of accident, misuse, abuse, contamination, improper or inadequate maintenance, calibration or other external causes;
3. By operation outside the usage parameters stated in the documentation.
4. By software, interfacing, cables, parts or supplies not supplied by Mission
5. Loss or damage in transit
6. By modification or service by anyone other than:
 - (i) Mission Engineering Inc.
 - (ii) A Mission authorized service provider.
 - (iii) Your own installation of end-user replaceable Mission supplied parts if available for your product in the servicing country or region.

Limited Warranty Period.

The Limited warranty Period for Mission Expression and Volume Pedals is One Year. Mission expression pedal cables have a lifetime limited warranty period. 'Lifetime' refers exclusively to the lifetime of the availability of the product from Mission Engineering and not to the lifetime of the customer, component parts of the product or any other item. Should any Mission Lifetime Warranty product be discontinued, the warranty will revert to a period of One Year from the date of discontinuance.

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