

violetaudio

International Limited Warranty

Covers hardware and software-based products including the dMix 128 series

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1. Warranty Overview

Violet Audio ("Violet Audio," "we," "us," or "our") extends this **International Limited Warranty** to the original end-user purchaser of Violet Audio hardware and software-based products, including but not limited to the **dMix 128** series (collectively, "Products"). This warranty is transferable and valid only with presentation of the original receipt only.

This warranty gives you specific legal rights. You may also have other rights that vary from country to country or state to state. Where local consumer protection laws provide greater rights than those set forth herein, such laws shall govern to the extent required.

2. Warranty Period

Violet Audio warrants its Products against defects in materials and workmanship for a period of **two (2) years** from the **date of original end-user purchase**. The warranty period begins on the purchase date as documented by a valid proof of purchase (e.g., receipt, invoice, or order confirmation).

Coverage Duration	Two (2) years from original end-user purchase date
Eligible Products	All Violet Audio hardware and software-based products (e.g., dMix 128)
First Point of Contact	Authorized retailer where the product was purchased

3. What This Warranty Covers

Subject to the terms and conditions stated herein, Violet Audio warrants that each Product will be free from defects in materials and workmanship under normal use and service during the warranty period. This warranty covers:

- Hardware defects caused by manufacturing faults or material failures
- Software defects in Violet Audio-authored firmware and software components bundled with the Product
- Component failures arising from normal operation under recommended environmental conditions
- Any Product that is found to be dead on arrival (DOA) as confirmed by Violet Audio technical support

4. What This Warranty Does Not Cover

This warranty does not apply to damage or failure resulting from:

- Accidental damage, misuse, abuse, neglect, or unauthorized modification
- Damage caused by operation outside the conditions described in the Product documentation
- Physical damage to the Product or its components (e.g., cracked or broken enclosures)
- Damage caused by unauthorized repairs or service performed by parties other than Violet Audio or its authorized service partners
- Damage resulting from acts of nature, including but not limited to fire, flood, earthquake, lightning, or other external causes
- Consumable parts such as knobs, unless damage is the result of a product defect
- Third-party software, hardware, accessories, or peripherals used in conjunction with the Product
- Products with removed, altered, or illegible serial numbers
- Cosmetic damage, including scratches, dents, and broken plastic on ports

5. Product Registration

Violet Audio encourages all customers to register their products at www.violetaudio.com. Product registration allows Violet Audio to:

- Notify registered owners of important product updates, firmware releases, and safety notices
- Provide faster and more efficient technical support
- Keep you informed of new product announcements and special offers

Product registration is recommended but is NOT required to receive warranty coverage. Your warranty rights are determined by your valid proof of purchase, not by registration status.

6. How to Obtain Warranty Service

Warranty service is provided through a structured process to ensure the fastest possible resolution. All warranty claims must follow the steps outlined below. Hardware exchanges will only be authorized after the full support process has been completed.

Step 1 — Contact the Retailer

Warranty service is **initially handled by the authorized retailer** from whom you purchased the Product. If you experience a problem, please contact your retailer in the first instance. Your retailer is equipped to assist with basic troubleshooting and to facilitate the warranty process on your behalf.

Step 2 — Contact Violet Audio Technical Support

If the issue cannot be resolved through the retailer, or at any point during the process, customers are required to contact Violet Audio Technical Support directly. A support case will be opened and a unique case number will be issued. Our technical team will:

- Document the reported issue in detail

- Provide step-by-step guidance to diagnose and attempt to resolve the problem
- Advise on any software updates, configuration changes, or user-serviceable remedies

You must contact Violet Audio Technical Support and receive an open case number before any hardware exchange can be authorized. Returns submitted without an active support case and Return Material Authorization number (RMA#) will not be processed.

Step 3 — Attempted Resolution

Violet Audio Technical Support will work with the customer through all reasonable steps to resolve the reported issue remotely. This may include one or more of the following:

- Firmware or software updates
- Remote diagnostics and guided configuration adjustments
- Provision of replacement software files or license reactivation where applicable

Only after these steps have been attempted and the issue remains unresolved will Violet Audio consider a hardware repair or replacement under warranty.

Step 4 — Hardware Exchange Authorization

If Violet Audio Technical Support determines that a hardware replacement is warranted, an official **Return Merchandise Authorization (RMA)** number or equivalent written authorization will be issued. No hardware exchange will be processed without this authorization.

Step 5 — Return Product to Retailer

Upon receiving written authorization from Violet Audio, the customer is responsible for returning the defective Product to the authorized retailer from which it was purchased. Please note:

- The return must occur within the active warranty period.
- The Product must be returned in its original packaging where possible, or in suitable protective packaging to prevent transit damage.
- The RMA number must be legibly printed in large type on the box, the shipping label and all correspondence.
- A copy of the original proof of purchase and the Violet Audio authorization reference must accompany the return.
- The customer is responsible for all costs associated with shipping the Product to the retailer unless otherwise required by applicable law.
- Upon receipt and verification of the return, the retailer will coordinate the hardware replacement or repair in conjunction with Violet Audio.
- Written information detailing the nature of the fault must be included with the unit.

7. Proof of Purchase

To obtain warranty service, you must provide valid proof of purchase demonstrating the date of original end-user purchase. Acceptable forms of proof of purchase include:

- Original sales receipt or invoice from the authorized retailer
- Order confirmation email or printed order summary

Violet Audio reserves the right to request additional documentation to validate a warranty claim.

8. International Coverage and Applicable Law

This warranty is valid internationally for Products purchased from authorized Violet Audio retailers or distribution partners worldwide.

8.1 United States

For customers in the United States, this warranty incorporates all applicable federal and state consumer protection laws. The following disclosures apply:

- Some states do not allow limitations on implied warranties or exclusion of incidental or consequential damages. In such states, the limitations and exclusions in this warranty apply to the fullest extent permitted by law.
- This warranty gives you specific legal rights. You may also have other rights that vary by state.
- For consumers in California, New Jersey, and other states with enhanced warranty protections, Violet Audio will comply with all applicable statutory requirements.

8.2 European Union & United Kingdom

Customers in the EU and UK benefit from statutory consumer rights under applicable directives and national legislation, including rights related to conformity of goods. This limited warranty does not affect those statutory rights.

8.3 Other International Markets

Where required by local law, Violet Audio will comply with mandatory warranty or consumer protection requirements. Please contact Violet Audio or your local authorized distributor for jurisdiction-specific information.

9. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, VIOLET AUDIO'S LIABILITY UNDER THIS WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT OF THE DEFECTIVE PRODUCT, AT VIOLET AUDIO'S SOLE DISCRETION. VIOLET AUDIO SHALL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR INDIRECT DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF DATA, LOSS OF REVENUE, OR LOSS OF USE OF THE PRODUCT, ARISING OUT OF OR IN CONNECTION WITH THIS WARRANTY OR THE USE OF THE PRODUCT.

10. Disclaimer of Implied Warranties

EXCEPT AS PROVIDED HEREIN, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, VIOLET AUDIO DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-

INFRINGEMENT. WHERE APPLICABLE LAW DOES NOT PERMIT SUCH DISCLAIMER, THE DURATION OF ANY IMPLIED WARRANTIES IS LIMITED TO THE DURATION OF THIS EXPRESS WARRANTY.

11. Contact Information

For warranty support, technical assistance, or product registration, please contact Violet Audio through the following channels:

Website	www.violetaudio.com
Technical Support Intl.	support@violetaudio.com
Technical Support U.S.	Info@violetaudious.com
Product Registration	www.violetaudio.com/register

This document constitutes the entire warranty agreement between Violet Audio and the end-user purchaser with respect to the Products and supersedes any prior representations. Violet Audio reserves the right to update this warranty document; the version in effect at the time of purchase will govern your claim. This warranty was last updated in June 1, 2026.