



## **The Moog Extended Warranty**

### **First, what does our One Year Limited Warranty cover?**

Moog warrants its products to be free of defects in materials or workmanship, and shall conform to specifications at the time of shipment, for a period of one year from the date of purchase. During the warranty period, any defective products will be repaired or replaced, at Moog's option, on a return-to-factory basis. This Warranty covers defects that Moog determines are no fault of the user.

### **What does our Extended Warranty cover?**

For United States customers only, our Extended Warranty extends the coverage of our Limited Warranty described above. That is, the product will be free of defects in materials or workmanship, and shall conform to specifications at the time of shipment, for a period of three additional years from the end date of the original Limited Warranty. During the warranty period, any defective products will be repaired or replaced, at Moog's option, on a return-to-factory basis. This Extended Warranty covers defects that Moog determines are no fault of the user.

### **Eligibility**

Voyager customers are eligible to purchase the Extended Warranty anytime during their Limited Warranty coverage period and up to one month after that period expires. For Signature Edition customers the Limited Warranty coverage period is four years from purchase date. The Limited Warranty coverage period is one year for all other Voyager customers.

### **Transfer of Warranty**

The Extended Warranty is granted to the individual Buyer named on the invoice and is not transferable.

### **Coverage Dates of the Extended Warranty**

The start and ending dates of the Extended Warranty are as specified on the Invoice.

### **Returning Your Product to Moog**

You must obtain prior approval and an RMA (return material authorization) number from Moog before returning any product. Call us at (828) 251-0090 for the RMA #. For Voyager products, the product must be returned in the original inner package including the foam inserts and the original outer package. All other products must be packed carefully including any power adaptor supplied. **Sorry, the Warranty will not be honored if the product is not properly packed.** Once packed, send the product to Moog Music Inc. with transportation and insurance charges paid. UPS is recommended.

## **What we will do**

Once received, we will examine the product for any obvious signs of user abuse or damage as a result of transport. If the product has been abused, damaged in transit, or is out of warranty, we will contact you with an estimate of the cost for service, materials, and return freight. Warranty work will be performed and Moog will ship and insure your product to your United States address free of charge. Shipping charges for non-warranty work are the responsibility of the Buyer.

## **Limitation of Liability**

IN NO EVENT SHALL MOOG'S LIABILITY TO BUYER EVER EXCEED THE PURCHASE PRICE OF THE PRODUCT'S COVERED BY THIS DOCUMENT.

## **Exclusion of Damages**

MOOG SHALL NOT IN ANY EVENT OR UNDER ANY LEGAL THEORY (WHETHER TORT, CONTRACT OR OTHERWISE) BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, INCLUDING WITHOUT LIMITATION LOST PROFITS, WHETHER ARISING FROM THE SALE OF PRODUCTS, ANY DEFECT IN THE PRODUCTS, ANY USE OR INABILITY TO USE THE PRODUCTS, OR OTHERWISE, EVEN IF MOOG HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

## **Force Majeure**

Any failure by MOOG to perform any of its obligations shall not be deemed a breach if such failure is caused by strikes (including without limitation those affecting receipt, manufacture, production or shipment of materials), labor disputes or any concerted labor activity, lockouts, boycotts, embargoes, governmental regulations, orders or restrictions, wars, war-like actions, civil commotions, riots, uprising, revolutions, epidemics, fires, floods, storms, earthquakes, other natural occurrences, or any other causes, circumstances or conditions beyond the reasonable control of MOOG.

## **Limitations**

Any action by BUYER under or relating to this order, the Products, or the Extended Warranty sold must be commenced within six (6) months after such cause of action has accrued.

## **Choice of Law**

This order and any dispute or claim relating to it or the Extended Warranty sold hereunder shall in all respects be governed by and construed according to the laws of the State of North Carolina, excluding its conflict of laws principles.

