

Sennheiser Warranty Conditions for TeamConnect Ceiling Solutions

1. Validity

Sennheiser electronic GmbH & Co. KG (hereafter referred to as “Sennheiser”) provides a manufacturer’s warranty as specified here valid over a period of 60 months for original Sennheiser Ceiling Microphones from the TeamConnect Ceiling Solutions series produced from 01/01/2023, given that you have registered your product on our website latest 4 weeks after purchase under the following link.

www.sennheiser.com/product-warranty-landing-en

If you have not registered your product, Sennheiser only provides the usual warranty period of 24 months.

This warranty is valid in addition to the warranty rights you are entitled to against your vendor in the purchase contract.

2. Extent of warranty

2.1 If defects verifiably attributable to a defect in material or workmanship manifest during the warranty period, Sennheiser warrants the claim to repair or replacement of defective parts or the product itself. It is up to Sennheiser whether the product is repaired or replaced entirely or partially. Sennheiser or the corresponding service partner – see clause 4.1 – can replace the defective product or parts of the product with new or like new products or parts. All replaced products and parts become the property of Sennheiser or the service partner.

2.2 This manufacturer’s warranty only applies to the products listed under clause 1 that are part of the current sales programme of Sennheiser at the time of purchase.

2.3 Excluded from the warranty are:

- Minor defects or deviations in the quality of the product that are insignificant to the value and the intended use.
- Additional product accessories
- Accumulators and batteries (due to their quality, these products have a shorter lifespan that also individually depends on your specific utilisation intensity)
- Defects caused by improper handling (e.g. operating errors, mechanical damaging, incorrect operating voltage). Proper handling refers to the use of the product under the conditions described in the user’s manual.
- Defects caused by improper installation
- Defects caused by normal wear and tear
- Modifications of Sennheiser products effected by you or third parties unless there is a written consent of Sennheiser about the type and extent of the modification
- Defects caused by force majeure
- Defects known to you at the time of purchase.

In case of removal or alteration of the type label on the product, the serial number or the security label, the warranty claim expires. Furthermore, there is no warranty claim for any manipulations of the product done by individuals or repair shops not authorised by Sennheiser.

- 2.4 The warranty can be claimed in all countries worldwide where the respective national right does not contradict these warranty conditions. Claims differing from or exceeding the rights here described cannot be asserted from this warranty.

Furthermore, as an end customer you may be entitled to legal claims in your country that are not limited by these warranty conditions; the warranty depends on the country where you bought the Sennheiser product as an end customer. Regulations of the UN Convention on Contracts for the International Sale of Goods do not apply.

3. Warranty period

The warranty period starts at the purchasing date of the brand-new, unused product by the first-time end customer and is valid for 60 months from this date. Please retain the receipt as proof of purchase. Without this proof that is verified by the responsible service partner of Sennheiser, all repairs are effected at the owner's expense.

4. Claiming the warranty:

- 4.1 In order to claim your warranty, please contact your responsible service partner. An overview of all global service partners of Sennheiser electronic GmbH & Co. KG is available online under *Servicepartner Worldwide*. ([Sennheiser Service Partners Worldwide \(EN\)](#))
- 4.2 Please submit the original proof of purchase that provides the product name, the purchasing date, purchasing price and vendor, as well as the serial number of the device which you can find on the type plate.
- 4.3 The warranty period stated in clause 3 is not extended by any services rendered under the terms of the warranty, neither does it start anew. The warranty period for assembled replacement parts expires along with the warranty period for the entire device.
- 4.4 The risk of successful consignment lies with the customer. In order to avoid damages in transit, it is advised to use the original packaging.