JONES AND CERRETA
LOS ANGELES

Limited Product Warranty

Warranty Coverage & Duration

Jones and Cerreta LLC warrants that this product will be free from manufacturing defects in materials and workmanship under normal use.

- 30 Days: Full coverage for parts, labor, and round-trip shipping for any confirmed manufacturing defects.
- 5 Year Warranty: Full coverage for parts and labor. The customer is responsible for shipping costs to our facility; the Company will pay for return shipping.

Shipping & Handling

To maintain the integrity of high-fidelity components and manage freight costs:

- Inbound Freight: Except during the first 30 days, the customer is responsible for all costs and risks associated with shipping the product to our authorized service center.
- Packaging Mandate: Products must be returned in their original factory packaging. Use of substandard packaging that results in transit damage will void this warranty. Replacement packaging is available for purchase upon request.
- Field-Replaceable Units (FRU): At the Company's discretion, we may ship replacement drivers or crossover modules directly to the customer with installation instructions to avoid unnecessary freight of the entire cabinet.

Exclusions

This limited warranty is null and void under the following conditions:

- Misuse/Abuse: Damage from over-driving (burnt voice coils), physical impact, or exposure to moisture/extreme temperatures.
- Unauthorized Repair: Any attempt to repair or modify the unit by a party not authorized by the Company.
- Transfer of Ownership: This warranty is non-transferable and applies only to the original retail purchaser.
- Cosmetic Wear: Natural aging of wood veneers, grille cloth, or paint finishes is not covered.
- Authorized Dealer: Warranty is only applicable to purchases through authorized dealers. Purchasing through an authorized dealer is essential to ensure that your warranty is honored.

How to Make a Claim

Product support and service is handled through your dealer that you purchased the speaker from. Contact your dealer and they will handle your claim. If you did not buy though a dealer the take the following steps:

1. Contact Support: support@jncaudio.com with your original proof of purchase and a description of the issue.
2. RMA Issuance: If a defect is suspected, we will issue a Return Merchandise Authorization (RMA) number.
3. Shipment: Clearly mark the RMA number on the exterior of the original carton before shipping.