

# Frequently Asked Questions:

## Who is covered?

Pascal A/S offers a limited product warranty to direct customers of Pascal A/S. The warranty extends only the original customer and is not assignable or transferable.

## What is covered by the warranty?

Warranty on the products covers all design and production related errors that is detected and confirmed by Pascal within the warranty period. Any repair or modification of the products will make your warranty void.

## How long is the warranty period?

**Pascal A/S** offers a 1 (one) year limited warranty from the date of purchase on all **OEM products**. However:

- X/M Pro Series has an additional year, for a total of 2 (two) years warranty.
- IP/CV Series has an additional year, for a total of 2 (two) years warranty.

## When does the warranty period start?

The warranty period starts at the day of purchase.

## What are the return terms?

The customer shall ensure that return products are delivered to Pascal A/S. All expenses related to the return of product to Pascal are held by the customer, this includes duties, customs, and insurance charges. Pascal A/S is not responsible for any damage to the product during transit.

**Upon receipt, all products and related material returned to Pascal A/S will become the property of Pascal A/S.**

## What do I do before returning my module to Pascal?

You need to complete a Return Material Authorization (RMA) request. Go to **“Submit a Claim”** on this web site, fill out and submit the Claim. Then wait for Pascal to confirm claim acceptance by email.

## Can I repair a module myself?

Any repair or modification of the amplifier module will make your warranty void unless otherwise agreed with Pascal. If your module is already out of warranty, we can in special cases provide repair guides for common and simple repair situations.