

This Guarantee is offered in relation to purchases of the Plato product made in the United Kingdom is governed by the laws of England and Wales. The Plato product is covered by a 2-year manufacturers' warranty that operates from the date of purchase by a consumer. The warranty covers parts, labour and shipping costs and is subject to the terms laid out in this warranty policy.

## **1. What is included in the warranty?**

If the Plato product is defective in normal domestic use, due to a fault in materials or workmanship, Entotem Limited (t/a Convert Technologies) will, at its discretion (and subject to Entotem's Terms & Conditions applicable at the time) either repair, regulate, adjust or replace it free of charge within a reasonable time after return of such product during the warranty period to Entotem's address. Address details can be found at [www.convert-av.com](http://www.convert-av.com).

As the HiFi retailer would have advised or Entotem have advised, please read the supporting documents available at our website [www.convert-av.com](http://www.convert-av.com). In particular the "Plato Complete Guide". You must use the Plato unit in accordance with the guidelines in these documents, especially Section 1 of the Plato Complete Guide, and failure to do so will invalidate the warranty.

This warranty is only applicable to the first user and original purchaser only. The warranty covers the cost of parts and associated labour required to correct such defects in materials or workmanship advised to the retail store where you purchased the Plato unit or Entotem (t/a Convert Technologies) during a period of 2 years from the original date of purchase. Please keep a copy of the original sales receipt to establish the purchase date of the product and evidence of original purchase.

## **2. What to do if there is a Problem with your Plato Unit**

Please ensure that you retain the original packaging of the Plato unit to facilitate a return of the Plato unit to Entotem (t/a Convert Technologies) or your retailer.

In the rare event that your Plato unit does develop a fault or problem please contact the retailer from whom the product was originally purchased, as they might be able to support and help to resolve the issue you have. If they cannot support and help you they will liaise with the Entotem (t/a Convert Technologies) support team to get your unit back to full working order.

If the return to full working order process involves the Plato unit needing to be returned to Entotem then please return the Plato unit in the original packaging to the HiFi Store you purchased the Plato unit from, and they will forward the Plato unit to Entotem on your behalf. If it is not possible to contact the HiFi Store where you bought the Plato unit from then please contact Entotem (t/a Convert Technologies) – details can be found at [www.convert-av.com](http://www.convert-av.com) - and further guidance will be provided to facilitate the return of the Plato unit. Entotem (t/a Convert Technologies) will pay for all shipping charges, for both return and dispatch of the Unit, if the fault is clearly down to materials or workmanship by Entotem. If the cause of the fault sits outside and is excluded from the warranty (please see below), Entotem will then invoice the consumer directly for payment of the full repairs, to include materials, labour and shipping costs.

Entotem (t/a Convert Technologies) reserve the right to raise a charge for the investigation and shipping of a Plato unit returned to Entotem under warranty, but where Entotem cannot find a fault with the Plato unit. Do not return the Plato Product without authorisation and approval from your HiFi retailer or Entotem, which will be provided in email to you.

### **3. What is excluded from this warranty?**

If the Plato unit is not used in conjunction with the documentation and guidance provided in the “Plato Complete Guide”, this will invalidate this warranty. Therefore Entotem will not cover under warranty any issues with the Plato unit caused by:

**3.1** The Plato unit contains no user serviceable parts. Therefore as explicitly mentioned in the “Plato Complete Guide” do not attempt to service the Plato unit yourself and under no circumstances must any covers be removed from the Plato unit. Failure to follow this clear direction will exclude your Plato unit from warranty.

**3.2** Damage to the Plato unit while in possession of a shipper, retailer, or consumer and not caused by defects in materials or workmanship.

**3.3** Damage to the Plato unit arising due to or from normal wear and tear. Damage or defects caused by abnormal or unreasonable use, including repairs or alterations of products by a person other than Entotem Limited (t/a Convert Technologies).

**3.4** Damage, defects, deterioration, malfunction or failure to meet performance specifications resulting from:

**3.4.1** Accident, acts of nature, misuse, abuse, neglect or unauthorised product modification, improper installation, removal or maintenance, or failure to follow instructions supplied with the product.

**3.4.2.** Removal, defacing or modification of the Plato unit serial number.