

Terms and conditions of warranty

Dear Prostage customer

Each Prostage device is manufactured carefully and submitted to an extensive final inspection. However, should a product malfunction during the warranty period of 2 years due to defects in material and/or workmanship, this warranty granted by Prostage S.L. becomes applicable under the following terms and conditions:

1. Product warranty

Prostage S.L. warrants that the product is free from defects in material or workmanship on the date of purchase and that its performance and usage parameters are the same as those stated in the user's manual available as pdf from the Prostage website. This warranty does not expire if the customer carefully opens the housing of a BlackLine Foot Controller in order to adjust the basic settings. PurpleLine units may not be opened.

2. Scope of warranty

This warranty solely consists of the repair or replacement of a product. In the case of replacement, Prostage S.L., at its sole discretion, may elect to provide you with a replacement unit of equivalent or higher quality. The customer will not be charged for work done or material used. In the case of simple repairs (e.g. exchange of a switch), Prostage S.L. reserves the right to deliver spare parts directly to the customer, who then shall be responsible for installing the parts delivered himself.

This warranty does not cover any shipping costs or any risks that shipping may entail. Place of performance of this warranty is the head office of Prostage S.L or an authorised distributor of Prostage S.L. The warranty does not cover any further claims due to costs caused by failure of the product to perform, spare devices and so forth.

3. Conditions of warranty

This warranty is only applicable if the defective product is submitted during the warranty period, indicating the date of purchase and the name of the reseller. The customer shall contact Prostage S.L. or the authorised distributor before returning the product for warranty repair. Any necessary customs forms may have to be completed prior to shipping.

4. This warranty does not apply to:

- Any damages or defects resulting from use, operation or handling of the product under conditions other than those of normal use.
- Any damages caused by use outside the usage parameters stated in the user documentation, particularly with regard to connecting the device to non-Prostage compatible devices manufactured by other producers, adjustments or modifications of the product without consent of Prostage S.L. and damages caused by illegal or abnormal use of the device.
- Any damages caused by accidents, fire, liquids, chemicals, other substances, flooding, vibrations, excessive heat, sudden peak voltages, too high or wrong voltage or input voltage, radiation, electrostatic discharges (including strokes of lightning), as well as other external forces and influences.

5. Limitation of liability

Prostage S.L. does not extend this warranty to any cases other than the ones expressly set forth in this warranty. Prostage S.L. makes no further warranties, express or implied, legally required or warranties of any other nature regarding quality, performance, precision, reliability, fitness for a particular purpose or other features of the product, its collateral software or software that is integral part of the product.

The sole obligation of Prostage S.L. within the scope of this warranty consists, at its own discretion, of the repair or replacement of the products this warranty is applicable to.

Prostage S.L. is not liable for any losses or damages in connection with its products or services. Prostage S.L. is not liable for any economic or intangible losses or damages, for the purchase price of the product, for any lost profits, revenues or data. Prostage S.L. is also not liable if the product or a related product cannot be used, for indirect or incidental losses or damages as well as for consequential damages. This even applies in cases where this loss or damage happens in connection with restricted operation or breakdown or unavailability of the related product.