

# Phasemation

## Customer / Repair service (After sales service)

Phasemation offers repair services so that you can use your favorite products for many years to come.

### How to apply for repair

- Please take or send the product to the dealer where you purchased it.
- Repair requests can only be accepted by an authorized dealer or distributor in the customer's country of residence.
- We do not accept repairs by sending directly to Phasemation Japan office.
- If it is difficult to bring or send the product to the dealer where you purchased it, please contact our authorized distributor in your country from the URL below.

<https://www.phasemation.com/distributor.html>

- Please contact your dealer, distributor, or our company via the following e-mail address for further information before sending the product for repair.

[info@phasemation.com](mailto:info@phasemation.com)

- Please send the product for repair in its original packaging as much as possible.
- The customer will be responsible for any secondary malfunctions caused by inadequate packaging.
- When shipping cartridge products, please be sure to attach the needle cover before shipping.
- Even if outside the warranty period, we ask that you attach the warranty card as much as possible to confirm the history of the product.

### Cases in which repair cannot be accepted by the dealer or distributor in your country of residence

- Products purchased or obtained at your country of residence but specified for another country.
- The following products without a warranty card (cartridges, headshells, degausser, etc. without serial numbers on the body)
- If the serial number on the unit has been removed or is illegible (except for cartridges, headshells, cables, demagnetizers, and other accessories)
- Products with modifications

### Estimation of repair cost

If you wish to obtain an estimate prior to repair, please inform the dealer or distributor. If you decide not to repair the product after an estimate has been made when checking the product, a fee will be charged for making the estimation. Since the fee will vary depending on the product and the symptoms, we recommend that you consult with your dealer before shipping the product. If the product is repaired after an estimate is made, no estimate fee will be charged.

### Free of charge repair

All of Phasemation products have a free repair period of one year from the date of purchase. The date of purchase is the date on which the product was purchased and received by the customer.

### Cases in which free of charge repair cannot be accepted (cases in which repair will be charged for even during the warranty period)

- Failure or damage due to incorrect use, improper repair, or modification.
- Failure or damage due to transportation, moving, or dropping after purchase.
- Failure or damage due to fire, earthquake, flood, lightning or other natural disasters, war or conflict, pollution or gas (e.g. sulfide gas), abnormal voltage, power supply used other than specified (voltage, frequency, etc.)
- Malfunctions and damage caused by other connected equipment.
- Malfunctions and damage caused by use for commercial purposes or use on vehicles, ships, etc.
- No warranty card is presented
- The date of purchase, product name, or serial number on the warranty card has been rewritten (If the warranty card does not include the name of the dealer and the date of purchase, please provide proof of purchase, such as a receipt with the name of the product and the date of purchase).

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