

After-Sales Service Statement

REYN AUDIO Service Policy

REYN AUDIO provides after-sales service in accordance with the terms agreed at the time of purchase. Warranty period and coverage are defined in the applicable purchase contract. Warranty coverage may be transferred to a new owner during the warranty period, but the total warranty term shall never exceed that specified in the original contract.

Warranty Coverage

REYN AUDIO provides repair or replacement services as appropriate to each case. Detailed terms governing the warranty of individual components are set out in the applicable contract. Any costs incurred during the service period, including shipping, shall be handled in accordance with the relevant contractual terms. All products returned to the factory for service require prior authorization from REYN AUDIO.

Warranty Exclusions

Customers are advised to install, operate, and maintain the product strictly in accordance with the technical specifications and instructions published by REYN AUDIO. The following are not covered under this warranty:

- Damage resulting from misuse, incorrect installation, or failure to follow operating instructions;
- Malfunctions caused by connection to incompatible equipment or the use of accessories not approved in writing by REYN AUDIO;
- Damage caused by accident, dropping, liquid intrusion, extreme environmental conditions, or improper storage;
- Wear and tear resulting from normal use, as well as consumable components.

Warranty Invalidation

The warranty shall be void under any of the following circumstances:

- Disassembly, repair, or modification of the product by any third party not authorized by REYN AUDIO;
- Failure to strictly observe the product's initialization, operating, or safety procedures;
- Installation or use of parts or accessories not officially supplied or approved by REYN AUDIO;
- Failure to perform the maintenance and servicing recommended by REYN AUDIO.



REYN AUDIO

After-sales Contact

www.reynaudio.com +86-757-88325001 support@reynaudio.com

No.898, Gaoming Avenue East, Hecheng Blvd, Gaoming District, Foshan City, Guangdong Province, China.

©2025 REYN AUDIO. All Rights Reserved.