



## Product Warranty for the United States

AudioQuest products are manufactured to exacting standards and are subject to rigorous quality control.

However, if a manufacturing defect is found in any cable, connector, or factory assembled product, AudioQuest's non-transferable original-owner limited lifetime warranty has you covered for any cable, connector, or factory assembled product purchased through an authorized AudioQuest US dealer.

At its option, AudioQuest will repair or replace any defective cable, connector, or factory assembled product that has not been abused, for the lifetime of the product. Proof of original purchase is required.

For all other products, AudioQuest provides a limited, non-transferable, one-year warranty to original owners who purchased their product through an authorized AudioQuest dealer in the United States. At its option, AudioQuest will repair or replace any defective product that has not been abused, for up to one year from the original date of purchase. Proof of original purchase is required.

Cables not terminated by AudioQuest that require service may be returned to AudioQuest with prior authorization and repaired for a fee.

**This warranty is not an upgrade program** for AudioQuest HDMI cables that were designed to meet previous generations of HDMI specifications. Current AudioQuest models are designed to meet HDMI 2.0 (18Gbps) or HDMI 2.1 (48Gbps).

All generations of HDMI cable will provide some, but not all, of the features made possible by HDMI 2.0 and 2.1. All generations of HDMI cable are backwards compatible—they provide all the capabilities of previous generations.

To experience the audio/video benefits made possible by the latest HDMI 2.1 hardware, an HDMI cable must meet HDMI specifications, specifically an FRL-enabled bandwidth of 48Gbps.

This warranty is valid in the United States only. For warranty policies in other countries, please contact your local dealer or distributor.

## Limitations and Conditions

This warranty is subject to the following limitations and conditions:

**The unit will not be covered under the warranty if:**

- It has been altered or modified in any way.
- It has been damaged due to misuse, negligence, accident, or improper operation.
- It has been subjected to water damage, or extremes of humidity or temperature.
- It has been purchased from an unauthorized dealer, or unauthorized repair or service has been performed.

### **For repairs and returns:**

- A request for a Return Merchandise Authorization (RMA) number must be made in writing or via phone to AudioQuest.
- A return address and phone number must be included.
- Returned product must be accompanied by the RMA number, a written description of the defect or issue, and a photocopy of the original purchase receipt.
- Customer is responsible for paying shipping charges to AudioQuest.
- If the product is found to be out of warranty, as in the conditions specified above, the customer will be given the option to pay for the repairs or replacement, or to have the unit returned to them.

### **Limited to original purchaser:**

- This Warranty is for the sole benefit of the original purchaser of the DragonFly and shall not be transferred to a subsequent purchaser of the product.

## **Warrantor and Contact**

Inquiries regarding the Limited Warranty, or a request for an RMA may be sent to the following address:

### **USA**

AudioQuest  
Attn: Customer Service  
2621 White Rd  
Irvine, CA 92614  
United States  
Email: [rma@audioquest.com](mailto:rma@audioquest.com)  
Phone: (949) 790-6000

### **Netherlands, Germany, UK**

AudioQuest  
Attn: Customer Service Hoge  
Bergen 10  
4704 RH Roosendaal  
The Netherlands  
Email: [info@audioquest.nl](mailto:info@audioquest.nl)  
Phone: +31 165 54 1404

## **Warranty Outside the USA, Netherlands, Germany or the UK**

AudioQuest has authorized distributors in many countries of the world. In each country, the authorized distributor or dealer thereof has accepted the responsibility for warranty of products sold in their respective countries. Warranty service should normally be obtained from the authorized distributor or dealer from whom you purchased your product. In the unlikely event of service required beyond the capability of the distributor, AudioQuest will fulfill the conditions of the warranty. Such product must be returned at the owner's expense to AudioQuest, together with a photocopy of the bill of sale for that product, a detailed description of the problem, and any information necessary for return shipment.

AudioQuest makes no other express warranty of any kind whatsoever. All implied warranties, including warranties of merchantability and fitness for a particular purpose, exceeding the specific provisions of this warranty are hereby disclaimed and excluded from this warranty.

No representative or other person is authorized to assume for AudioQuest any liability except as stated in this warranty.