

Turtle AV No Hassles Global Advance Replacement Warranty

At Turtle AV, we stand by the quality and reliability of our products.

Our **No Hassles Global Advance Replacement Warranty** is our promise to you. If something goes wrong with your Turtle AV product, we will make it right quickly, easily, and with no unnecessary hoops to jump through.

What's Covered

This warranty covers defects in materials and workmanship for five years from the date of purchase. If your Turtle AV product develops a fault during this period, we will ship you a replacement product immediately with no need to wait for repairs.

Warranty Coverage by Product

At Turtle AV, we stand behind the quality and reliability of all our products. For the Chazy Family, Darwin Family, Mineola Series, Dante Pro Adapters, Video Wall Family, USB Extenders, and Dante Power Amps, we provide a 5 Year Advance Replacement Warranty to ensure your peace of mind.

For our Dante Adapters, we offer a 3 Year Advance Replacement Warranty, reflecting the same commitment to quality and customer care. No matter the product, you can trust that Turtle AV is here to support you with quick replacements and hassle-free service whenever you need it.

How It Works

1. **Reach Out:** If you experience an issue, contact our support team at help@turtleav.com or your local Turtle AV distributor. Have your product serial number and proof of purchase handy.
2. **Ship It Fast:** Once we verify the fault, we will ship you a replacement unit right away along with a prepaid return label for the faulty product.
3. **Return the Faulty Unit:** After receiving your replacement, simply return the faulty product.

What's Not Covered

- Damage caused by improper use, unauthorized modifications, or accidents
- Normal wear and tear, including cosmetic damage
- Products purchased from unauthorized resellers or distributors

Where It's Available

Our warranty is global, but we reserve the right to ship replacement products only within the country of purchase. If you are located outside of the original country of purchase, please contact us to discuss the best way to resolve your issue.