

## Customer Service Policy

When you take the decision to own a MILMEGA amplifier, you purchase something with a proven pedigree for quality workmanship and reliability. Our Customer Service Policy is an extension of the customer focused, quality mindset that drives our operation. You may never need to take advantage of the piece of mind the policy offers - but it is good to know it is there.

MILMEGA guarantees its products to be free of defects in materials, or workmanship, for the period of your amplifiers warranty.

As a reflection of our belief that our amplifiers are the best available, should you encounter a problem within the specified warranty period, we will have the unit collected and guarantee to have it repaired, and available for return, within 48 hours of receipt at our UK facility. All costs associated with the activity will be borne by MILMEGA.

For those customers who have completed our Maintenance Training Programme, and who are qualified to affect their own maintenance, we guarantee to dispatch spare parts within 16 hours of receipt of request.

For amplifiers outside their warranty period, for a predetermined assessment fee we guarantee that within 72 hours of receipt at our UK facility, we will assess, and inform you, of the cost, and time, required to repair the unit. The cost we quote will be the cost the Customer pays, with no additional charges to be levied. We will return the repaired unit when we promised to do so.

Contact MILMEGA Sales on +44 (0)1983 618004 for details