



## LIMITED WARRANTY

Havoc-branded audio systems, electronics and accessories

### Length of Warranty

#### Standard warranty:

All Havoc-branded audio systems, electronics, speakers, wiring harnesses, and accessories purchased new from an authorized Havoc dealer or directly from Havoc are covered by a **2-year limited warranty** from the original date of purchase (proof of purchase required).

#### Purchases from non-authorized sellers:

Products purchased from unauthorized resellers, online marketplaces, or private sellers are only eligible for a **limited 90-day warranty** from the original date of purchase (proof of purchase required).

If we ever offer extended warranty coverage on specific products, the details will be provided with that product or at registration.

### Who and What Is Covered

#### This warranty:

- Applies only to the original retail purchaser of the product.
- Applies only to new, genuine Havoc products purchased from an authorized Havoc dealer or directly from Havoc.
- Covers defects in materials and workmanship under normal intended use.

This warranty covers the following Havoc audio and electronics components when purchased as part of a Havoc system:

- Aquatic AV head units (stereo / source units)
- All speaker components (handlebar, highway bar, and saddlebag speakers)
- Amplifiers and amplifier mounting hardware
- Billet aluminum mounting pods and brackets
- Wiring harnesses and connectors
- RGB LED illumination components (where equipped)

#### To receive service, you'll need to provide:

A clear copy of your sales receipt or invoice showing:

- Customer name
- Dealer name (or Havoc if bought direct)

- Product model / description
- Date of purchase

## What We Will Do

If a product is found to be defective during the applicable warranty period, Havoc will, at its option:

- Repair the product, or
- Replace it with a new or refurbished product of equal or better performance.

The choice between repair or replacement is at Havoc's sole discretion. Any replaced product or component becomes the property of Havoc.

This warranty does not guarantee uninterrupted or error-free operation; it covers defects in the product itself under normal use.

## What Is Not Covered

Our products and finishes are designed for long service life when properly cared for. However, this Limited Warranty does not cover:

- Damage caused by misuse, abuse, accident, neglect, or improper operation.
- Damage resulting from improper installation, incorrect wiring, or failure to follow the installation instructions.
- Normal wear and tear, cosmetic damage, or damage from corrosion, exposure to chemicals, or environmental conditions beyond those intended for the product.
- Damage caused by improper cleaning or maintenance, including the use of harsh or abrasive cleaners, scouring pads, or polishing compounds that are not suitable for automotive chrome, painted, or powder-coated finishes.
- Any cost related to removal, reinstallation, or reprogramming of the product on the vehicle.
- Products that have had serial numbers, labels, or tamper seals removed, altered, or defaced.
- Damage caused by modifications or repairs not performed or authorized by Havoc.
- Damage to other components, accessories, or the vehicle itself, even if caused by a Havoc product failure.
- Products that were not purchased from an authorized Havoc dealer or directly from Havoc, except for the limited 90-day coverage described above.

## Limits on Implied Warranties and Liability

To the fullest extent permitted by law:

- Any implied warranties, including but not limited to implied warranties of merchantability and fitness for a particular purpose, are limited in duration to the same period as this express Limited Warranty.
- Havoc will not be liable for any incidental, indirect, special, or consequential damages, including but not limited to loss of time, loss of use of the vehicle, loss of revenue, or inconvenience.

Some provinces, states, or countries do not allow limitations on the duration of implied warranties, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

No dealer, installer, or other person is authorized to modify this warranty or create any additional warranty or obligation on behalf of Havoc.

## How to Obtain Warranty Service

If you believe your product may be defective and within the warranty period:

### **1. Contact Havoc or your authorized dealer**

Have your proof of purchase, product model, and a description of the issue ready.

We may ask you to perform basic checks to confirm the problem.

### **2. Obtain a Return Authorization (RMA)**

If a return is necessary, you will be issued a Return Material Authorization (RMA) number and given shipping instructions.

**Products returned without an RMA number may be refused.**

### **3. Ship the product**

You are responsible for shipping the product to the address provided, prepaid and suitably packaged.

We strongly recommend using a trackable, insured shipping method.

Once we receive the product, we will inspect it and, if it is covered under this warranty, repair or replace it as described above. If the issue is not covered, we will notify you with options and any associated costs before proceeding.

## **Your Legal Rights**

This Limited Warranty gives you specific legal rights. You may also have other rights which vary from one jurisdiction to another. For details on how this warranty applies in your area, please consult your local consumer protection laws.

## **Need Help?**

Our customer support team is here to help with warranty questions and claims.

**[sales@havoc-motorcycles.com](mailto:sales@havoc-motorcycles.com)**

**+1-855-694-2862**

**Contact Support**