

# Warranty Information

## Televisions

Every TV purchased from Completely Custom has a one year warranty which covers parts and labor. If your TV needs service, we will remove the TV from the wall and arrange for all service. We will then reinstall and recalibrate the TV when service is complete.

## Remote Controls

Universal remotes have a one year warranty which covers parts and labor. In the rare event there is a defect in manufacturing, Universal Remote will repair or replace the remote or base station at their discretion. The Universal Remote warranty does not cover physical damage. We will supply a replacement and program the replacement at no cost to you during the manufacturer's warranty period. If the problem occurs after the manufacturer's warranty has expired we will provide a loaner during the repair process at no cost to you.

## iOS Remote Programming

We will program your iPads or your iPhones towards the end of your installation. We will cover the cost associated with any additional iPads or iPhones you wish to have the program downloaded to during the course of six months. If you want more devices to be programmed for your system after this time, there will be a \$75 per visit fee.

## Apple TV

Apple TV has a one year warranty which covers parts and repair labor from Apple. Completely Custom does not cover any warranty services from Apple. Removal, reinstallation and setup is not part of the warranty coverage. If there is a problem with your Apple TV during the warranty period we will replace the Apple TV for a fee of \$199. Upon replacement, we will set up all services that were previously on your device and your one year warranty will start over.

## Surround Receivers

Surround receivers come with a two year warranty which covers parts and labor. If there is a problem with your receiver during this period, we will install a loaner in its place. Your loaner receiver may not have all of the functions of your original receiver. After service is completed, we will deliver and reinstall the repaired receiver and recalibrate your system.

## **Speakers**

All in-wall, in-ceiling, bookshelf, and outdoor rock speakers carry a five year warranty. Powered subwoofers have a three year warranty, and outdoor surface-mounted speakers have a two year warranty. Speakers that need service within their warranty period will be replaced at no charge to you. If the original type of speaker is not available at the time of service, a comparable replacement will be substituted. In instances where speakers have been painted to match the décor, repainting the speakers is not covered by this warranty and will need to be done by others.

## **Blu Ray Players**

Blu Ray players are covered by a one year warranty for parts and labor. If service is needed, the player will be sent to service and reinstalled upon its return.

## **Sonos**

Sonos products have a one year warranty from the date they were installed. In the event there is a problem with your Sonos system, Sonos requires that a technician be on site to verify the issue while online with Sonos support. Sonos will generate a return authorization and we will remove the unit and send it to service. We will reinstall and set up the repaired unit.

## **Cameras**

Cameras have a one year warranty from the date they were installed. If during this time period your cameras lose focus, malfunction, or the image moves we will take care of the issue at no charge.

## **Out of Warranty**

All products that are out of warranty will have a service charge associated with their troubleshooting, replacement, or repair. These services will be billed at an hourly rate.

