

# warranty

Even high quality products can break down with regular use. The term of the manufacturer's warranty represents only a fraction of a product's life. That's when ESP protects you, ensuring that your products perform just like new.



## ESP BENEFITS

- **100% Parts & Labour**  
ESP looks after both parts and labour as specified by the manufacturer's warranty - Free of charge!
- **Removal & Installation**  
If your car audio or video product becomes defective, we will remove it and re-install the repaired or replaced product at no cost to you.
- **No Hidden Fees**  
No deductible, user or administration fees. Feel free to leave your wallet at home!
- **Fully Transferable**  
If you ever wish to sell your equipment, ESP will add value to your sale. Simply give the new owner a copy of the original bill of sale and they will be fully covered.
- **Canada Wide Service**  
If your product requires servicing simply bring your product to any AVU store or call us at 1-866-265-8888
- **100% In-store Credit**  
If you do not use your ESP privileges, we will give you an in-store credit for 100% of the ESP's original price.

See reverse for full Terms & Conditions

## FREQUENTLY ASKED QUESTIONS

### Is it too late to benefit from ESP?

You can add or upgrade your Extended Service Plan for up to 30 days from the purchase of the product to be covered.

### Do I have to pay for shipping or transfer costs when my product needs repair?

All you have to do is bring your product to an AVU near you. If your product requires transport to a repair facility, we take care of it.

### What if my product can not be repaired?

If we are unable to repair your product, we will replace it with a brand new one, or if that model is no longer available, it will be replaced with a feature for feature comparable product.

### What if my product is lost or stolen?

If you purchase the replacement through AVU, the balance of the warranty may be transferred to the end of the new replacement's manufacturer's warranty.

### What if I never use my ESP?

This is the best part - if you should, for whatever reason, not use your Extended Service Protection privileges, we will give you an in-store credit for 100% of the ESP's original purchase price! Provided you meet the criteria and you claim within the specified time period. Visit us at [www.avu.ca](http://www.avu.ca) for details!

Ask your sales representative for all the details.



## Terms & Conditions



Along with the wording of the manufacturer's warranty, the following conditions apply:

- ESP must be purchased within 30 days of product purchase date.
- This plan is for carry-in services, except where in-home service is provided under the manufacturer's warranty.
- This plan does not replicate any over-the-counter-exchange provided during the manufacturer's warranty period.
- This plan covers normal wear and tear but does not cover physical abuse, water damage or foreign objects found inside the equipment.
- The plan owner releases Glaswegian from all liability due to damage to the unit, replacement of the unit or injury to any person that is not due to the fault or negligence of Glaswegian.
- The plan owner further understands that Glaswegian is not responsible for any consequential damages or losses related to their inability to make necessary repairs.
- Accessories, batteries, antennas, speakers, cables or any add-on devices are excluded, except those covered under the manufacturer's warranty.
- All bulb and remote control warranties will be an additional one year over the manufacturer's warranty based on the consumer purchasing the 4-Year ESP. If the manufacturer has a 90-day warranty, the customer is covered for 15-months with a 4-Year ESP and 12-months on a 3-Year ESP. If manufacturer has 12-month warranty then coverage is for 2-Years on a 4-Year ESP.
- Set-up or installation; any adjustments to the system; are not covered by this plan.
- Warranty is not applicable on products used for commercial applications.
- Provided AVU performed the installation of a car audio unit covered by this plan, the removal and reinstallation of a unit requiring repair will be performed at no charge.
- If no defect is found or the repairs are denied by Glaswegian due to an unwarrantable item, the plan owner is responsible for all costs incurred.
- This plan is transferable free of charge, provided the product is in good working order, to a subsequent owner. No inspection is required.
- If the item covered under this plan is replaced by Glaswegian, all obligations of this plan will have been fulfilled.
- Loss of this certificate does not result in loss of coverage.
- Replacements will be based on feature for feature and like quality not original cost, no refurbished product will be supplied as replacement unless the original unit was declared as a refurbished item.
- Maximum liability of the plan shall not exceed the purchase price of the original equipment. Each individual breakdown, failure or damage shall be adjusted in a replacement cost basis.
- Glaswegian Enterprises Inc. cannot be held responsible should the original manufacturer cease operation and the parts become unavailable. Sole liability lies only in refunding the fee paid for this plan.
- All software is not covered by this plan.
- Unauthorized repairs or modifications may void this agreement. You must provide the care and maintenance recommended by the manufacturer's warranty, as the case may be, you may be directed to a factory authorized centre. Glaswegian Enterprise Inc. reserves the right to inspect the covered product from time to time.
- ESP Plan does not cover used product or product purchased 180 days after manufacturer discontinues model. In the event you buy an ESP plan under these circumstances, our liability is only to refund the original purchase price of the plan.
- Terms & Conditions are subject to change. Please see current terms at [www.avu.ca](http://www.avu.ca)