

## **Multiple Warranty**

Warranty for Masingo Karaoke Machine, model **Spirito H11** henceforth referred to as the “product” or “unit”.

This warranty is established (as outlined under the conditions below) between the distributor of the product (“JBU Global, LLC” or “JBU Global”) and the buyer of the product. This warranty extends to the original buyer only.

### **Full 90-day Warranty**

This warranty is established between JBU Global and the buyer upon purchase.

*What is covered?*

Any manufacturer, distributor, or shipping-related damage to or defect of the unit

*How long is the coverage?*

90 days after the purchase of the product

*What will JBU Global do under this warranty?*

JBU Global will repair, or if repair is not possible, either replace your unit or refund the purchase price, whichever you prefer.

*What is not covered by this warranty?*

- Any unit not purchased directly from Masingo.com or an authorized Masingo seller
- Any damage resulting from repairs attempted by the buyer or an unauthorized service technician
- Any damage resulting from use contrary to the manufacturer’s or distributor’s instructions or warnings, including those in the performer’s manual
- The buyer’s internet or phone service costs associated with service calls or emails to correct the installation of the product or to explain the usage of the product to the buyer
- Any travel expenses related to the buyer’s visit to a shipping facility if the buyer declines home pickup or JBU Global’s shipping partner does not allow home pickup at the buyer’s address

### **Extended Full Warranty for 360 Days**

This warranty is established between JBU Global and the buyer of the product upon the buyer’s voluntary registration of the product within 90 days of purchase.

Registration can be made by scanning the QR code included in the product packaging.

*What is covered under this extended full warranty?*

Any manufacturer, distributor, or shipping-related damage to or defect of the unit

*How long is the coverage under this extended full warranty?*

360 days after the purchase of the product, assuming successful registration as instructed above

*What will JBU Global do under this extended full warranty?*

JBU Global will repair, or if repair is not possible, either replace your unit or refund the purchase price, whichever you prefer.

*What is not covered by this extended full warranty?*

- Any unit not purchased directly from Masingo.net or an authorized Masingo seller
- Any damage resulting from repairs attempted by the buyer or an unauthorized service technician
- Any damage resulting from use contrary to the manufacturer's or distributor's instructions or warnings, including those in the performer's manual
- The buyer's internet or phone service costs associated with service calls or emails to correct the installation of the product or to explain the usage of the product to the buyer
- Any travel expenses related to the buyer's visit to a shipping facility if the buyer declines home pickup or JBU Global's shipping partner does not allow home pickup at the buyer's address
- Any unit not registered for this extended warranty within 90 days of purchase

#### **Extended Limited Warranty on External Parts for Two Years**

This warranty is established between JBU Global and the buyer of the product upon the buyer's voluntary registration of the product within 90 days of purchase.

Registration can be made by scanning the QR code included in the product packaging.

*What is covered under this extended limited warranty?*

- Any manufacturer-related defect of your unit's external parts or components, such as microphones, microphone clips, or disco ball.
- Any wear-and-tear of external parts or components which is exclusively due to normal use of the product per the instruction manual

*How long is the coverage under this extended limited warranty?*

Coverage lasts from the start of the first year after you bought your unit to the end of the second year, assuming successful registration as instructed above.

*What will JBU Global do under this extended limited warranty?*

JBU Global will provide free new or rebuilt replacement parts, but not labor to install the parts. The only parts covered under this warranty are those which can be safely installed by the buyer.

*What is not covered by this extended limited warranty?*

- Any unit not purchased directly from Masingo.net or an authorized Masingo dealer
- Any damage

resulting from repairs attempted by the buyer or an unauthorized service technician • Any damage of or defect to internal components 360 days after purchase

- Any damage resulting from use contrary to the manufacturer's or distributor's instructions or warnings, including those in the performer's manual
- The buyer's internet or phone service costs associated with service calls or emails to correct the installation of the product or to explain the usage of the product to the buyer
- Any travel expenses related to the buyer's visit to a shipping facility if the buyer declines home pickup or JBU Global's shipping partner does not allow home pickup at the buyer's address • Any unit not registered for this extended warranty within 90 days of purchase

### **How to Request Service Under This Warranty?**

Contact JBU Global in one of the following manners:

- Via the form at <https://masingo.com/pages/contact>
- Via phone at 1-844-262-7464
- Via email at [support@masingo.com](mailto:support@masingo.com)

Upon contacting JBU Global and receiving a prepaid shipping label, the buyer should carefully pack the product (preferably in the original packing materials) and mail it with a copy of the original purchase receipt and a description of the problem.

We accept no liability for products lost or misplaced in shipment.

### **Your Rights Under State Law**

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

### **Limitation of Damages**

In no event shall JBU Global be liable for consequential damages for breach of this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to the buyer.