

Product Returns & Refunds:

In cases where you do not want the product, change of mind, or ordered the wrong product, Audio Magic has a 30-day refund policy.

Returns are subject to up to 15% restocking fee. At our discretion, we may waive a restocking fee and offer you a full stock store credit that can be used for future purchases with Audio Magic.

The product, its original packaging & all the included accessories (such as manuals, cabling, remote controls, batteries, etc.) must be in original condition (unmarked & undamaged) to receive a refund &/or stock credit.

The item(s) must be returned via registered and insured shipping to Audio Magic. Please ensure your returns are repacked properly & where appropriate, sent in a protected satchel or a suitable box for mail or courier transport. Shipping insurance is paramount as Audio Magic will not be held responsible for any loss or damage during return transport.

In case you receive a defective or damaged product, Audio Magic accept returns within 7 days of the receipt, in accordance with Australian Consumer Law.

Please call us, describe the fault or issue with the product & we will offer you the appropriate support to remedy the problem. After this period of time (7 days), we will assume that the product has been delivered as ordered and you are satisfied with it.

Upon return, the defective items will be checked and replaced with a new one or full stock credit will be available upon your convenience.

In cases where:

- the item is returned more than 7 days after the date that the item is received by the customer,
- the item has been opened (taken out of its plastic wrap, security seal breached), unsealed or non-defective,
- is not in its original condition (is damaged, has been marked or disfigured, or parts or accessories are missing)

Audio Magic will NOT accept the return, & consequently a refund or credit, of such a product.

Warranty period and policy:

Please contact & ask us about our product warranty, if it is not clear to you, prior to your purchase with us. Audio Magic totally supports its entire range of products. Any fault that develops in any of our products within the warranty period during regular use of that product, will be repaired by Audio Magic or alternately, at the discretion of Audio Magic, the faulty product will be replaced in the shortest reasonable period of time, in accordance with Australian Consumer Law.

The warranty periods for the individual brand name products are as follows:

- Ayre Acoustics – 3 years
- Bauer Audio – 3 years
- Bergmann Audio – 3 years
- Boenicke – 2 years
- Copland – 3 years – (warranty for tubes 6 months)
- Hana – 1 year
- Harbeth – 2 years
- Lavarden – 2 years
- Lumin – 2 years
- Mag-Lev – 1 year
- Rogers – 2 years
- Roon – 1 year
- Tellurium Q – 5 years

You are NOT entitled to a warranty claim in the instance of:

- damage caused by the use of force or any form of inappropriate operation
- exposure to inappropriate environmental conditions (temperature, lack of proper ventilation, moisture, humidity, excessively dusty surroundings, etc.)
- any activity that the user manual &/or product instructions warns against doing to the product

After the above stated warranty periods have expired, if there is an issue with a particular product, & only in exceptional cases, Audio Magic may, (only at Audio Magic's discretion) make under warranty repairs to a product if it (Audio Magic) sees fit to do so. This would be above & beyond Australian Consumer Law & again it must be stressed that this would be totally at the discretion of Audio Magic & that no argument would be entered into with the customer. However, normally Audio Magic will advise the customer of the best financial resolution to the fault or issue with the product once it is outside the warranty period.