

MTX Mobile Warranty

Also see [MTX non-mobile product warranty](#).

Our Guarantee

Mitek Mobile products, including MTX, Streetwires, Coustic and Magnum (excluding 95 Series subwoofers*) purchased in the USA after 1/1/2015 from an authorized Mitek retailer are guaranteed to be free from material defects in products and workmanship for two (2) years to the original end user purchaser, subject to the terms and conditions below.

Length of Limited Warranty and Remedy

The warranty period begins the day the product is purchased by the end user, and is limited to the original retail purchaser of the product.

Products found to be defective in materials or workmanship during the first 2 years will be, at Mitek's option, repaired or replaced by Mitek at no charge. When a product is replaced during first 2 years, the warranty does not renew, it continues on from the original date of purchase.

What Is Not Covered

- Subwoofers - Burned/open voice coils or suspensions damaged due to over-driving.
- Amplifiers - Blown outputs or a blown power supplies due to overdriving or under voltage.
- Defects or damage caused by accident, improper installation, abuse, fire, flood, lightning, or acts of God.
- Damage caused during shipping or handling. These claims are made with the Freight Company.
- Products that have had their serial numbers removed or altered.
- Product which has been altered or repaired by anyone other than MTX.

Note:MTX Competition level subwoofers including JackHammer SuperWoofers, models T9922-22 and T9924-22, and 95 Series SuperWoofers, models 9515-22 and 9512-22, are not covered by any manufacturer warranty.

*The 95 Series SuperWoofers is designed to withstand high amounts of power delivering a dynamic, musical sound. However, it is built to competition standards and therefore is not covered by an MTX warranty. 95 Series SuperWoofers that are damaged due to SPL competition use or from overpowering, are not covered by an MTX warranty. Users are responsible for repair costs to 95 Series SuperWoofers that are damaged in this manner, which will be determined by the Mitek warranty department upon receipt.

This warranty does not cover the product if it has been subject to neglect, abuse, misuse, incorrect connection, or if it has been subject to unauthorized repair or alterations of any nature, or if the serial number has been altered or removed, and the warranty does not extend to cosmetics or finish. This warranty only applies to products installed and used in the USA.

What You Must Do to Obtain Warranty Service

You must contact Mitek Warranty via our website at MTX.com, or via email at mitekwarranty@mitekusa.com, or by calling 800-556-2888. If you did not purchase the product directly from Mitek, a proof of purchase must be provided in order to receive warranty consideration. You will be issued a Return Authorization (RA) number which must be written on the outside of the package before returning the product to Mitek.

No Other Warranties

THE LIMITED WARRANTIES DESCRIBED ABOVE ARE EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED. MITEK DISCLAIMS AND EXCLUDES ALL OTHER EXPRESS WARRANTIES, AND DISCLAIMS AND EXCLUDES ALL WARRANTIES IMPLIED BY LAW, INCLUDING WITHOUT LIMITATION THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT APPLICABLE LAW PROHIBITS THE EXCLUSION OF IMPLIED WARRANTIES, THE DURATION OF ANY APPLICABLE IMPLIED WARRANTY IS LIMITED TO THE PERIOD SPECIFIED FOR THE EXPRESS WARRANTY. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Any oral or written description of any Mitek product is for the sole purpose of identifying it and shall not be construed as an express warranty.

Limitation of Liability

MITEK'S OBLIGATION TO PROVIDE A CREDIT, OR REPAIR OR REPLACE AT MITEK'S OPTION, SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY AND MITEK'S SOLE AND EXCLUSIVE OBLIGATION. MITEK SHALL NOT BE LIABLE FOR INCIDENTAL, INDIRECT, CONSEQUENTIAL OR SPECIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE MITEK PRODUCT, ITS USE OR PERFORMANCE. Incidental damages include, but are not limited to, such damages as loss of time and loss of use. Consequential damages include, but are not limited to, the cost of repairing or replacing other property which was damaged if the Mitek product does not work properly.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. This limited warranty supersedes all prior warranties and is not transferable from the original consumer purchaser.

Any assistance Mitek provides to or procures for you outside the terms, limitations or exclusions of this limited warranty will not constitute a waiver of such terms, limitations or exclusions, nor will such assistance extend or revive the warranty. Mitek will not reimburse you for any expenses incurred by you in repairing or replacing any defective product, except for those incurred with Mitek's prior written permission.