

Manufacturers Limited Warranty

Thank you for your interest in THX® INTERCONNECT's products, designed in partnership with Pixelgen Design Inc. This Manufacturer's Limited Warranty applies to Physical Goods and only to Goods purchased from Pixelgen Design or Pixelgen Design Licensed Resellers.

What does this limited warranty cover?

Pixelgen Design warranties all THX® INTERCONNECT products: THX-CBH05, THX-CBH10, THX-CBH15, THX-CBH20, THX-CBH30, THX-CBH50, THX-HFC76, THX-HFC10, THX-HFC15 against defects in materials and workmanship for One Year, beginning on the date of fulfillment. Direct [Pixelgendesign.com](https://www.pixelgendesign.com) orders will issue a receipt upon the day of shipment.

The limited warranty applies against defects in materials and workmanship. If a defect is discovered, Pixelgen Design will, at its option, repair or replace the product at no charge, provided it is returned during the warranty period, with return transportation charges paid by the purchaser unless the return is requested by Pixelgen Design.

THX INTERCONNECT products listed above cannot be returned once opened from their original packaging. The limited warranty only applies to defects in materials and workmanship.

Proof of purchase may be required. This warranty does not apply if the product has been damaged by accident, abuse, misuse, or misapplication; if the product has been modified or disassembled without the written permission of Pixelgen Design Inc., or if any Pixelgen Design serial number has been removed or defaced.

THE WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE INSTEAD OF ALL OTHERS, WHETHER ORAL OR WRITTEN, EXPRESSED, OR IMPLIED. PIXELGEN DESIGN SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANT ABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

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Some regions do not allow the exclusion or limitation of incidental or consequential damages or exclusions of implied warranties, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights; you may also have other rights that vary from region to region.

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PIXELGEN

What will we do to correct problems?

Pixelgen Design will either repair the Product at no charge, using new or refurbished replacement parts.

How long does the coverage last?

The Warranty Period for physical goods purchased from Pixelgen Design is One Year from the date of Purchase.

What does this limited warranty not cover?

This Limited Warranty does not cover any problem that is caused by:

- Future industry HDMI standards/enhancements updates (i.e., surpassing HDMI 2.1b 48Gbps bandwidth, for example). The products listed above are HDMI 2.1b capable and certified.
- Conditions, malfunctions, or damage not resulting from defects in material or workmanship.
- Accidental damage, abuse, misuse, or misapplication

What do you have to do?

To obtain warranty service, you must first contact us to determine the problem and the most appropriate solution. Please e-mail us at support@pixelgendesign.com or visit <https://pixelgendesign.com/contact> for other contact methods. Please refer to your original Order # or Invoice #, as this will be required to ensure products were purchased from Pixelgen Design.