Important warning to consumers!

ELAC loudspeakers are distributed exclusively through a network of authorized retailers who can offer our customers the best advice and service that includes proper demonstrations. For this reason, we recommend that you only purchase from authorized retailers to ensure that you receive genuine ELAC products of the appropriate quality and that you can benefit from all the services offered by our partners.

ELAC products are enjoying increasing popularity and recognition in the market. Unfortunately, this is also leading to an increase in the number of unscrupulous on-line sellers who claim to be able to supply ELAC loudspeakers but are ultimately unable to source them and then offer their own products as alternatives. ELAC does not authorize the sale of ELAC products via on-line auction sites and there is a danger that such products offered for sale may even be copies. Some consumers were already affected by this.

For this reason, ELAC explicitly excludes any warranty claims or after-sales service for ELAC products not purchased from an authorized retailer as well as for any ELAC products whose markings, labels or identification marks such as serial numbers on the goods or on the original packaging have been removed, changed or rendered illegible.

If you are in any doubt as to the authorization status of a retailer or the authenticity of a serial number, please feel free to contact us at protect@elac.com to avoid subsequent disappointment.

Yours ELAC-Team
致 ELAC 广大用户的郑重声明！

ELAC 扬声器目前仅通过那些可以为我们的用户提供最佳建议和服务的授权经销商渠道进行销售。由于这个原因，我们强烈建议广大用户从我们的授权经销商处购买 ELAC 产品，如此方能确保您所购买的产品为 ELAC 高品质的原厂正品，同时也可以享有我们的合作伙伴所提供的完备的后续服务。

ELAC 产品目前在市场上日益流行，并赢得了良好口碑。令人遗憾的是，这也导致了一些宣称能够供应 ELAC 产品，却往往最终无法提供 ELAC 正品，进而以不明来源的其他产品或部件来鱼目混珠的不良网络卖家的不断涌现。ELAC 并没有授权任何网络平台对 ELAC 产品进行线上销售，对于广大用户而言，这无疑是十分危险的。这类无授权的所谓 ELAC 产品极有可能为仿冒品，目前已有一些消费者为此承受了巨大的损失。

鉴于此点，ELAC 将无法为出现以下的情况的产品提供任何保修以及售后服务：

1. 并非从 ELAC 授权经销商处购买的产品。

2. 任何机身识别标志，诸如产品的机身序列号和产品的原包装上的标识码被无故去除，篡改或者毁损的产品。

如果您对经销商的授权信息以及产品机身序列号的真实性有任何疑问，请立即与我们或当地的授权经销商联系以避免更多的利益损失。

Email: protect@elac.com