



## TWELVE DJ Controller Warranty

After purchase of the **TWELVE** – there is an initial **30-day** warranty period from **inMusic** for faulty product(s). Please ensure you keep all of the packaging during this period.

Thereafter, the unit(s) will require servicing via **inMusic**.

If there is a fault with your **TWELVE**, within 30 days of purchase, then please follow the procedure below.

1. Email **Turntable Training Wax (TTW)** [t-t-w@outlook.com](mailto:t-t-w@outlook.com)
2. Provide us with the following information
  - a. The fault details.
  - b. Order number
  - c. Serial Number of the unit(s)
  - d. Full address
  - e. Phone number
3. We will then organise collection of the product(s) from the provided address. The unit will be returned to **inMusic** UK Service Support.
4. Inform **TTW** that the product has been collected.
5. **TTW** will then send replacement(s) out.

### **Important**

Ensure that all the packaging is intact – as delivered. You will receive an address label that requires printing out and attached to your package.

Once the collection has been confirmed, **TTW** can re-issue a replacement.