

Celebrity's goal is always to provide the best possible service with the least possible down time. Many issues can be resolved over the phone and/or using remote access. Otherwise and when appropriate, an exchange product or service call will be promptly coordinated. Due to the complex nature of integrated entertainment and audio/video control systems, your adherence to these protocols is important.

## Technical Support Policies

What to do if you have a problem with your Sound, Light or Video System:

Call...      **Mark: 949-949-742-0454 (General Support), or**  
                 **Walter: 714-328-5638 (Senior Systems Design Engineer)**

**If Mark or Walter are not available, please leave a voicemail with your contact information and a concise explanation of the problem. A support technician will return your call asap, often within one hour but always within one day.**

For additional support options you may also visit [celebritynow.com/support](http://celebritynow.com/support)

## Warranty Policies\*

Celebrity's 1-year limited warranty policy ensures that all major parts and components are covered. As a partner/manufacturer, the warranty periods for some original parts/components are extended beyond the standard manufacturer issue. Details on request.



**Celebrity's Built-Tough Warranty Program** ensures that your turnkey entertainment system will live up to our reputation and commitment to the FEEDS Principle:

- **Flexible**
- **Expandable**
- **Economical**
- **Dependable**
- **Simple**

## Returns and Restocking Policies

During the 1-year parts and labor limited warranty Celebrity will exchange a defective part/component and ship a replacement free of charge. Customer is responsible for the return freight costs. There is no restocking fee charged on any non-defective systems returned within 30 days of purchase, however the customer must return the item in the original packaging and is responsible for all freight and insurance costs. A customer credit will be issued upon receipt of merchandise.

## Karaoke Policies

### MEDIA PLAYERS (HARDWARE)

In designing and building out turnkey karaoke systems, Celebrity always strives to use the latest hardware technologies. Karaoke was first introduced in VHS format, then evolved through laser disc, CD+Graphics and several digital versions. As a result, media players do eventually become obsolete in terms of media compatibility.

Celebrity offers complete support for current- or previous-generation media players, subject to parts availability. We also provide limited support for older media players whenever possible.

### MUSIC (SOFTWARE)

All karaoke music is produced by independent studios and record labels who are obligated to obtain appropriate production licensing as required by the music industry. As karaoke is considered an interactive format, licensing issues are more complex and have changed considerably as the market has matured. Thousands of the early songs have been pulled from the market for reasons of licensing, recording quality and/or even consolidation of the marketplace.

Celebrity offers complete support for its current karaoke software libraries. All music is properly licensed at the time of the sale of the product. Older software libraries obtained from Celebrity, and sometimes considerably larger, cannot be supported due to the reasons cited above. This includes migrating old music to newer systems, as well as providing songbooks for older music libraries.