

# Service Banding Pricelist 2024

All prices inclusive of VAT at 20%



Band	Description	Service	Repair	Combined Service/Repair
1	Sundry items	£69	N/A	N/A
2	Mu-so 1st Generation / Minor works	£159	£159	N/A
3	Mu-so 2nd Generation / Entry Level Products	£249	£249	£399
4	Analogue 1	£349	£349	£549
5	Analogue 2	£399	£399	£679
6	Legacy Streamers	£449	£449	£549
7	Legacy Servers	N/A	£499	N/A
8	New Uniti and Streamers	£549	£549	£849
9	New Classic	£599	£599	£999
10	500 Series Products	£849	£849	£1,449

## Please note

- Prices effective from 1st September 2024
- All prices include VAT
- We may be unable to repair some product / fault conditions, we will aim to consult before raising the RMA, but if not, we will advise before returning the product
- All products return must be accompanied with returns documentation. Please contact [naimrma@naimaudio.com](mailto:naimrma@naimaudio.com) to raise an RMA for return (this process must only be handled by retailers or distributors)
- In the event we do not find fault with your product we will still need to charge for time and effort. This will be a standard £75/€100/\$120 fee
- Please ensure all product are returned in their original packaging, if this is not possible, please contact [support@naimaudio.com](mailto:support@naimaudio.com) for advice
- We reserve the right to change the prices
- For any support or information, please do not hesitate to contact us.

## Exclusions

- Cosmetic damage (please contact us for advice)
- Products not listed above
- Statement series

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