



Alpine Home Media

Custom Home Systems

Home Theater & Audio • Networks • Automation

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Client Protection Program

Alpine Home Media offers a comprehensive client protection program backed up by our association with the NJ and NY Consumer Protection boards.

In addition to our warranty on our own work, we also provide gap insurance, maintenance programs and access to the full U.S. warranties for all of the equipment we sell.

Briefly, we offer a one year warranty on all of the installation work we provide. Because we are an authorized dealer for all of the equipment we sell, all of the equipment is covered by the manufacturer's full U.S. warranty. We also sell various extended warranties and maintenance contracts to extend your protection beyond the standard time intervals. Finally we offer gap insurance to care for on-sight troubleshooting removal, repair and reinstallation of defective equipment. This ensures that you are not burdened with dealing directly with the manufacturers should their equipment need servicing.

Alpine's Warranty

Covered - Labor

The labor on systems installed by Alpine Home Media Inc. is warranted for one year following the original date of installation. This only pertains to labor performed by Alpine Home Media and its contracted agents.
Service labor on systems in warranty, previously installed by Alpine Home Media Inc. is warranted for 1 year following the date of the original installation.
Service labor on systems out of warranty and previously installed by Alpine Home Media Inc. is warranted for a period of 90-days following the date serviced.
Service labor on systems not installed by Alpine Home Media Inc. is warranted for a period of 30-days following the date serviced.

Covered - Equipment

Equipment supplied by Alpine Home Media Inc. will be warranted under the manufacturer's warranty or any extended warranty purchased by the client.
Equipment serviced by Alpine Home Media Inc. through the manufacturer will be warranted under the manufacturer's repair or service warranty policy.
Equipment repaired or serviced by Alpine Home Media Inc. through an outside repair service will be warranted under the repair company's repair or service warranty policy

Not Covered - Labor

Systems not installed or serviced by Alpine Home Media Inc.
Labor required to troubleshoot, remove, ship and/or reinstall defective equipment needing warranty repair or replacement from the manufacturer (may be covered by optional gap insurance).
Labor required to service a system due to improper operator or system use.
Labor required servicing a system due to problems caused by outside contractors or circumstances.

Not Covered - Equipment

Equipment not supplied by Alpine Home Media Inc.
Equipment where manufacturers warranty has expired.
Equipment malfunctioning due to improper operation or system use.
Equipment malfunctioning due to problems caused by outside contractors or circumstances.