



Apogee Electronics Duet to Duet 2 Upgrade Application

For a limited time only, Apogee is offering an upgrade for users in the US & Canada who purchased a Duet on or after February 1st, 2011.

DIRECTIONS

1. Please read the below Terms and Conditions and sign the following page agreeing to the Terms and Conditions.
2. Complete the Duet to Duet 2 Upgrade Application form completely.
3. Email the following to d2upgrade@apogeedigital.com.
 - Completed & signed PDF “Duet to Duet 2 Upgrade Application”
 - A photo of the bottom of your Duet showing its serial number.
 - A scanned image or photo of the original validated receipt from an authorized Apogee reseller.
4. Your application will be reviewed and processed. We will notify you via email the status of your request.
5. Given Duet 2 availability, qualifying customers will be contacted by Apogee and assigned an RMA number. Please do not ship your Duet until you receive an RMA number. Continue to use and enjoy your Duet!
6. Ship your Duet to the provided address ONLY when instructed to do so, no earlier. Please be sure to write the provided RMA number clearly and legibly on the outside of the shipping box.
7. Upon receipt of your Duet, we will confirm its serial number and condition.
 - If it is determined to be in “good” condition, we will immediately charge your credit card \$100 + Shipping and Handling and ship your Duet 2.
 - If not, it will be returned to you and your credit card will be billed for return shipping.



TERMS & CONDITIONS

1. Duets purchased from “Non-Apogee Authorized” resellers will not be considered eligible for an upgrade. Please check our website for a list of Apogee authorized resellers. <http://www.apogeedigital.com/products/dealer-locator.php>
2. The receipt must display the serial number of the Duet being upgraded, and dated on or after February 1st, 2011.
3. DO NOT send your Duet to Apogee prior to receiving an RMA number. Duets received without an RMA number clearly written on the outside of the box will be considered property of Apogee Electronics.
4. If a customer ships a Duet before instructed to do so, the upgrade request will not be considered and the Duet will become sole property of Apogee Electronics.
5. The Duet to be upgraded must be in working condition and cosmetically acceptable as determined and at the sole discretion of Apogee Electronics and its representatives. If you are not sure if your Duet meets cosmetic criteria, please attach a photo of the front of the unit, showing any flaws.
6. The customer is responsible for all shipping charges to Apogee Electronics Inc. and is responsible for addressing, shipping and packaging their Duet appropriately. We suggest that you purchase insurance with the shipping company of your choice, in the event of loss or damage. Apogee is not responsible for any damage or loss that might occur, for any reason, during the shipment of your Duet to Apogee for any purpose. Damaged Duets will not be eligible for upgrade and will be returned to the customer. We stress packaging your shipment carefully.
7. Shipping and handling is \$30 for 48 contiguous US; additional fees may apply for Canada, Alaska, & Hawaii. All orders will be shipped via UPS or FedEx Ground.
8. For shipments to Canada, the customer assumes all responsibilities for Canadian customs, customs clearance, and any duties and payments.
9. This program is not open to Apogee employees or members of their family, or to anyone who purchased their Duet outside of an Apogee Authorized dealer.
10. All upgrade applications must be submitted no later than midnight May 31st, 2011.
11. Customers who purchased Duets outside the US & Canada are not eligible for this program.
12. The Duet shipped for upgrade will become the sole property of Apogee Electronics, Inc.



I agree to the terms and conditions as listed above.

(Signature)

(Print)

(Date)



Duet to Duet 2 Upgrade Application

Name: _____

Email: _____

Phone: _____

Shipping Address: _____

City: _____ State/Province: _____

Country: _____ Postal Code: _____

Same as shipping

Billing Address: _____

City: _____ State/Province: _____

Country: _____ Postal Code: _____

Duet Serial Number: _____ Purchase Date: _____

Dealer: _____

Dealer Location: _____

Please scan and email the completed application to d2upgrade@apogeedigital.com.

Please be sure to include a photo of your Duet showing the serial number and a scanned image or photo of your original validated receipt.

All upgrade applications must be submitted no later than midnight May 31st, 2011.

