

Grey Market Products

Playback Designs takes a very strong stance on the purchase of “grey market” products. We will not guarantee any products not sold through a current authorized dealer or distributor.

Our reasons are:

Customers have been misled into purchasing “grey market” products at lower prices by deceptive advertising placed by unauthorized dealers, brokers or private sellers in classified sections of specialized magazines or on the internet.

- 1) In some cases these products have proven to be stolen from other countries.
- 2) Some of the products that have been sold by non approved dealers, brokers or private parties have in many cases shown to be faulty due to misuse or have been improperly described.
- 3) Some high end products are specifically built for the markets they are destined for, so “grey market” products can fail to perform, either at all, or as well as approved products designed for those specific markets.

Our recommended solutions are:

- 1) We would strongly encourage you to only purchase new or second-hand high end audio equipment from approved resellers, who are the only agents capable of guaranteeing the authenticity of these products. Avoid buying from any non-authorized dealers and sellers.
- 2) If you are unable to obtain a serial number for a product it is a good indication that the product does not actually exist, or the seller does not own or have the product in their possession. If so, they would be unable to either provide a specific serial number or truly know and guarantee its condition. Insist on getting the serial number of the product you are interested in and check with the approved importer/distributor on whether it's a “grey market” or properly imported product and ascertain the warranty status and history of the product.
- 3) Since “grey market” imported products do not carry a guarantee, they can amount to nothing more than expensive mistakes on behalf of customers unaware of the dangers inherent in engaging in the purchase of second-hand high end audio products from unauthorized resellers.

Please contact us and we will be happy to advise you.