



Speaker + Room Calibration

DEQX Home Audition

We recognise that buying a DEQX can be a complex decision. For those customers in the USA, Australia, New Zealand, and who can't readily access a local dealer, DEQX is now offering Home Auditions.

A DEQX Home Audition is much more than a money back guarantee. A DEQX Home Audition provides substantial additional benefits:

1. Prior to the Home Audition DEQX will consult with you to determine the appropriate configuration. In some cases, this may involve suggestions relating to the current system, placement and/or alternatives.
2. All Home Auditions come with our DEQXpert online installation service. DEQX is a very flexible processor and can be configured in multiple ways. Every installation is different depending on the existing equipment, the room and personal preferences. There are many techniques in our installers "toolkit" that can be used to achieve the desired outcome.
3. Finally, after you have had a week or two of serious listening, DEQX will contact you again to see if the system needs any additional "tweaking".

Your relationship with DEQX will not end there. DEQX is committed to providing on- going support and we still service products that are over a decade old and, of course, subsequent DEQXpert sessions are always available at a modest hourly rate.

The Home Trial program is not appropriate for customers building their own speaker systems, or those wanting to go fully active. For these customers, our DEQXpert service is provided to familiarise them in the DEQX software and to provide advice on how to achieve the best results for their configuration.

Contact USA hometrial@deqx.com or sales@deqx.com for all other markets.

Terms and conditions

(Updated January 2018)

The "Home Audition" program is designed to enable potential customers to audition a DEQX HDP4, HDP5, PreMate, PreMate Plus or Express in their own home. (Currently available in the USA, Australia, New Zealand and UK ²)

Pricing: Home Audition products shall be invoiced at the full Retail Price plus any locally incurred Duty and taxes.

Payment: Payment, Credit Card via PayPal, or PayPal transfer. A PayPal invoice is generated for each audition product and provided via email for payment.

DEQXpert: DEQXpert service is mandatory (included at no extra cost) and must be booked within a week of the unit arriving unless other arrangements have been made via email with DEQX or the respective dealer.

Returns: In the unlikely event that the product is returned all you need to do is request a return call tag (Email: hometrial@deqx.com). \$250 will be charged to cover handling freight and insurance.

Refunds: Goods must be returned in the original packaging, with all accessories, in as new condition. On receipt 100% of the amount paid (less the \$250 handling charge) will be refunded via PayPal to either the Credit Card or PayPal account. Refunds will normally be processed within 7 days of the goods being received.

Delivery: DEQX processors ship direct from our manufacturing facility in Sydney Australia via DHL with a normal delivery time of 2 – 4 days. Depending on stock shipping is normally within 7 days.

SALE: At the conclusion of the audition (30 days from the date of receiving the goods) the sale will be regarded as finalized.

Once Payment has been received, it is understood that the customer agrees to the terms and conditions of the home audition within the details outlined above.

² Different countries have varying import costs and taxes that may make the option difficult and/or require a restocking fee. Initially USA, Australia, New Zealand and UK will be supported with no restocking fee. For other markets contact sales@deqx.com to see what alternative may be available.