



## TRADE-IN YOUR INNUOS MK1 SERVER AND REDISCOVER YOUR MUSIC



With the rollout of innuOS 2.0 and our Innuos Sense app to our **MkII** and **Mk3** servers complete, it was important for us to provide an option to early adopters and **MkI** owners whose units are not capable of supporting the new updates. Therefore, to allow **ZEN MkI** customers to access the new innuOS 2.0 platform, Innuos is launching a Trade-In Program allowing customers the opportunity to upgrade to all the benefits of a new **Mk3** system. This program will offer discounts to support those customers wanting to enhance their music experience with our newly designed and exclusive Innuos Sense App.

### PROMOTION DETAILS:

\*Please refer to terms and conditions below for more information

- Promotion will be valid from today until the 31st of December 2021.
- The following discounts will apply for the trade-in program:
  - 10 % off MSRP for all ZENmini Mk3 Music Servers.
  - 15% off MSRP for all ZEN Mk3, ZENith Mk3, or STATEMENT Music Servers.
- MKI owners interested in participating in the Trade-In Program should contact Innuos via [sales@innuos.com](mailto:sales@innuos.com) and provide the following information:
  - Name
  - Country of purchase (and residence, if different)
  - Serial # of MkI server (if available)
  - Copy of invoice (if available)
  - Image of the unit (if serial # and/or invoice is not available)
- Upon receipt and verification of the email, an Innuos representative will issue a voucher for the trade-in that can be redeemed when placing your order for one of the ZEN Mk3 Series (ZENmini, ZEN or ZENith), or STATEMENT Servers from your local dealer.
- All Innuos approved retailers are available on our "[Where to Buy](#)" page on our website.
- The new Mk3 unit will be despatched after the transaction is completed through the dealer, and an allowance of 2 weeks will be given for transfer of the music library before Innuos will arrange collection of the old MkI unit.

## FREQUENTLY ASKED QUESTIONS:

### How do I redeem my discount?

The voucher code provided by Innuos should be given to a local Innuos dealer when placing your Mk3 order. Please note that the voucher is only redeemable at local Innuos authorized retailers. If you do not know which store is an approved Innuos dealer, please visit the "[Where to Buy](#)" page on our website to find your local dealer

### What do I do if my local store does not carry the Innuos server I want to purchase?

If your local store does not carry the music server you would like to purchase when redeeming your discount voucher, please contact Innuos at [sales@innuos.com](mailto:sales@innuos.com) for further assistance in fulfilling your required purchase.

### What proof of eligibility is required?

A purchase invoice or serial # of the ZEN Mk1 server will suffice. However, if your unit does not have a serial # or you no longer have the invoice in your possession, please provide a photo of the product in your email.

### When is the deadline to redeem the voucher

The voucher is valid up until the 31st of December 2021.

### What do I do with the Mk1 unit after receiving the new system?

Upon receipt of the new Innuos ZEN Mk3 Series or STATEMENT server, the Mk1 owner will be given a two-week allowance period to fully migrate their music library to their new system. Once migration is complete, please notify Innuos at [sales@innuos.com](mailto:sales@innuos.com) and Innuos will schedule the collection and email the MK1 owner a shipping label to place on the box for pickup."

### What if I no longer have the original ZEN Mk1 box/packaging?

Any box will do, if the system is properly protected inside the box.

## TERMS & CONDITIONS:

The terms and conditions below govern the procedures to participate in the "Innuos Mk1 Trade-In Program" starting today and will be available until the 31st of December 2021. These terms and conditions concern the eligibility and the process of receiving the discount while purchasing an Innuos product at an authorised Innuos retailer. Please read through these terms and conditions carefully.

1. Innuos is offering all Innuos ZEN Mk1 owners up to 15% discount on any of their ZEN Mk3 Series, or STATEMENT Servers from today to December 31, 2021.

2. The following discounts will apply to the Innuos Mk3 products:

<b>10% DISCOUNT OFF MSRP</b> ZENmini Mk3	<b>15% DISCOUNT OFF MSRP</b> ZEN Mk3 ZENith Mk3 STATEMENT
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3. To receive the product discount, eligible Mk1 owners should contact Innuos by email at [sales@innuos.com](mailto:sales@innuos.com) for a promo voucher code and must give proof of ZEN MK1 ownership. This voucher code should then be handed to a local authorized Innuos dealer when placing your order.
4. Eligible Mk1 owners are those who currently own one of innuos first generation MK1 servers and would like to participate in this new Innuos Mk1 Trade-In Program to upgrade their unit to a more recent model with our new and exclusive innuOS 2.0 operating system.
5. The voucher is redeemable only until December 31, 2021. Any vouchers produced after this date will no longer be valid for the MK1 Trade-In Discount Program.
6. Innuos reserves the right to remove any end-user found to be abusing the discount promo. This can be conducted without consent from the customer.
7. Innuos authorized retailers are available on the Innuos website at <https://innuos.com/where-to-buy/> and reserves the right to edit the list of authorized stores within this time period. New retailers are consistently being added and other edits may be made to existing retailer information as required. If you are unable to locate an authorized Innuos Dealer near you or they do not carry the Innuos product you would like to purchase, please contact Innuos at [sales@innuos.com](mailto:sales@innuos.com) for assistance.
8. Innuos and all authorized Innuos stores will ensure that all necessary steps are taken not to disclose your personal information to any third parties. The ZEN Mk1 owner consents to Innuos storing their contact information, and the Innuos product purchased via this promotion for technical support or other news from Innuos. The ZEN Mk1 owner may rescind this consent by submitting an email to [sales@innuos.com](mailto:sales@innuos.com) to get their contact details removed from the Innuos database.
9. Innuos reserve the right to remove any store found to be breaching the eligibility criteria as listed above.
10. Products purchased during this promotion are to be used solely for personal use and enjoyment. They are not to be auctioned, swapped or resold for profit.
11. Should an authorized Innuos store not accept the voucher code and thereby not provide a discount on your purchase, please notify and report to Innuos right away by email at [sales@innuos.com](mailto:sales@innuos.com), or by phone at (+351) 308 800 826 (if outside of the UK) or at +44(0) 2475 200 210 (within the UK). If you continue with the purchase without the discount, then you are authorising the transaction with no discount and it will be down to the store's discretion as to whether they provide a refund on the discount amount.
12. Innuos displays links to all authorized Innuos stores on their website at <https://innuos.com/where-to-buy/>. All information is provided directly by the store themselves and therefore Innuos cannot be held responsible for any errors or wrong information on these sites. This includes if a link is out of date or the company text is incorrect.