



## A SMALL GESTURE OF GRATITUDE FOR WHAT YOU ARE DOING

Workers from Health Services, Social Care, Emergency Services and Armed Forces have played a crucial role in fighting the COVID-19 pandemic which has impacted the lives of so many people globally. While many of us are being told to stay at home, these workers have a responsibility during the outbreak to continue serving, potentially putting their lives in danger through contracting COVID-19.

To show our gratitude for their heroic service, Innuos has designed the **"SAVE UP TO 20% FOR FRONTLINE HEROES"** promotion with many of our participating dealers, to help ease the stress and provide some much-needed relaxation during their time off from the front lines.

### PROMOTION DETAILS:

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

- Promotion will be valid from 1-30 June, 2020.
- The following discounts will apply to all Innuos products:
  - 10 % off MSRP for all ZENmini and/or LPSU (including bundle).
  - 20% off MSRP for all ZEN Mk3, ZENith Mk3, and STATEMENT music servers and streamers
  - 20% off MSRP for PhoenixUSB Reclocker
- Frontline Heroes interested should contact Innuos via [sales@innuos.com](mailto:sales@innuos.com) and provide the following information:
  - Name
  - Country of purchase
  - Frontline Hero occupation and name of professional association (for example, Nurse at XYZ Hospital)
  - The Innuos product(s) interested in purchasing under the **"SAVE UP TO 20% FOR FRONTLINE HEROES"** promo (ZENmini, LPSU, ZEN, ZENith, STATEMENT and/or PhoenixUSB).
- Upon receipt of the email, an Innuos representative may schedule a video call to verify your professional affiliation to one of the Frontline Hero groups mentioned below in the Frequently Asked Questions (FAQ's). The voucher code will be subsequently emailed to you.
- This voucher code can now be applied when placing your order for the Innuos product(s) at one of the participating dealers. Follow the link below.

[DEALERS](#)
[FAQ](#)
[T&C'S](#)

## LIST OF PARTICIPATING STORES

*\*Please Note: Participating dealers are being added often. If you do not see your local dealer listed here, please contact us at [sales@innuos.com](mailto:sales@innuos.com) for more information.*

### AUSTRALIA

[Maxmedia, Victoria](#)

### BELGIUM

[Authentic, Brussels](#)  
[Ludwig Audio, Floreffe](#)  
[Noir et Blanc, Brussels](#)  
[Pink Noise, Brussels](#)

### CANADA

[Audio Excellence, Ontario](#)  
[HiFi Centre, Vancouver](#)

### FINLAND

[Sound Factor, Tampere](#)

### FRANCE

[Harmonieaudio, Aubagne](#)  
[L'Espace Carré d'Arts, Belfort](#)

### GERMANY

[Auditorium GmbH, Hamm](#)  
[CM-Audio, Mönchengladbach](#)  
[HiFi Profis, Frankfurt](#)  
[HiFi Suite, Berlin](#)  
[Loftsound, Arnsberg](#)  
[Ohrenschmaus Audio, Esslingen](#)  
[Pro Musica, Osnabrueck](#)  
[Sound & Vision, Hamburg](#)

### HONG KONG

[Volent Labs, Kowloon](#)

### ITALY

[Home Cinema Solution, Napoli](#)  
[Perfect Audio, Parma PR](#)

### NETHERLANDS

[AudioBTQ, Den Haag](#)  
[Versnel HiFi, Apeldoorn](#)

### PORTUGAL

[Ajasom, Amadora](#)  
[Exaudio, Alcabideche](#)  
[Imacustica, Lisboa](#)  
[Imacustica, Porto](#)

### SLOVENIA

[ALS Audio, Domzale](#)

### SPAIN

[PickupSound HiFi](#)  
[Sound Sevilla, Sevilla](#)  
[Supersonido SL, Bilbao](#)

### SWEDEN

[Akkelis Audio, Göteborg](#)

### SWITZERLAND

[LightTech SA, Attalens](#)  
[Musicdoor HiFi, Lugano](#)

### UNITED KINGDOM

[Acton Gate Audio, Wrexham](#)  
[Audio Destination, Tiverton](#)  
[Audio Images, Sheffield](#)  
[Audiologica, Billingham](#)  
[Audio T, Brentwood](#)  
[Audio T, Brighton](#)  
[Audio T, Bristol](#)  
[Audio T, Cardiff](#)  
[Audio T, Cheltenham](#)  
[Audio T, Enfield](#)  
[Audio T, Manchester](#)  
[Audio T, Oxford](#)  
[Audio T, Portsmouth](#)  
[Audio T, Preston](#)  
[Audio T, Reading](#)  
[Audio T, Southampton](#)  
[Audio T, Swansea](#)  
[Audio T, Swindon](#)  
[Audio Venue Maidenhead](#)  
[Bartlett's Wholesale, London](#)  
[Basically Sound, Norfolk](#)  
[Danish Audio Company, Ashford](#)  
[Doug Brady Hi Fi, Warrington](#)  
[Elite Audio, Fife](#)  
[Fanthorpes HiFi, Hull](#)  
[Frank Harvey, Coventry](#)  
[Gulliford HiFi, Exeter](#)  
[HiFi Sound, Durham](#)  
[Home Media, Maidstone](#)  
[Kantata Audio, Northern Ireland](#)

### Kronos AV, Northern Ireland

[Loud & Clear, Scotland](#)  
[Martins HiFi, Norfolk](#)  
[Mike Manning Audio, Yeovil](#)  
[Music Matters, Birmingham](#)  
[Music Matters, Leamington Spa](#)  
[Music Matters, Solihull](#)  
[Music Matters, Stratford Upon Avon](#)  
[Premium Sound, London](#)  
[Sonority Design, West Midlands](#)  
[Stone Audio, Dorset](#)  
[Strictly Stereo, Cheshire](#)  
[The Audiobarn, Harlow](#)  
[The Little Audio Co., Birmingham](#)  
[Ultimate Stream, Elstead](#)  
[Unilet Sound & Vision, London](#)

### UNITED STATES OF AMERICA

[Alma Audio, San Diego, CA](#)  
[Command Performance AV, Virginia](#)  
[Gestalt HiFi, Santa Fe, NM](#)  
[Stereo By Design, Pompano Beach, FL](#)  
[True Audiophile, Portland, OR](#)  
[Tweek Geek, Dripping Springs, TX](#)  
[University Audio, Madison, WI](#)

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# FREQUENTLY ASKED QUESTIONS

## WHAT IS THE OFFER?

Frontline Heroes will enjoy up to 20% discount on all Innuos products to thank them for their support during the pandemic.

## WHEN IS THE OFFER VALID?

The offer is valid only from 1 June to 30 June 2020.

## WHAT EXACTLY ARE THE DISCOUNTS FOR ESSENTIAL WORKERS ON THE INNUOS PRODUCTS?

The following discounts will apply during the month of June 2020:

- 10% off MSRP for all ZENmini, LPSU and/or ZENmini + LPSU bundles
- 20% off MSRP for all ZEN Mk3, ZENith Mk3 and STATEMENT music servers and streamers
- 20% off MSRP for Innuos PhoenixUSB Reclocker

## HOW CAN ELIGIBLE FRONTLINE HEROES RECEIVE THEIR DISCOUNT VOUCHER CODE?

Eligible Frontline Heroes should contact Innuos by email at [sales@innuos.com](mailto:sales@innuos.com) with the following details:

- Name
- Country of residence
- Frontline Hero occupation and name of professional affiliation (Example: Nurse with XYZ Hospital)
- The Innuos product(s) interested in purchasing to apply the discount. (example: ZENmini, LPSU, ZEN, ZENith, STATEMENT and/or PhoenixUSB Reclocker)

Upon receipt of the email, an Innuos representative may schedule a video call to verify your professional affiliation to one of the Frontline Hero groups mentioned below in the Frequently Asked Questions (FAQ's). The voucher code will be subsequently emailed to you.

This voucher code can now be applied when placing your order at one of the participating dealers listed above

## HOW DO I REDEEM MY DISCOUNT?

The voucher code provided by Innuos should be given to one of the participating dealers when placing your order. Please note that the voucher is only redeemable at participating stores. If you do not see your local store listed above, please contact Innuos at [sales@innuos.com](mailto:sales@innuos.com) for more information.

## WHAT DO I DO IF MY LOCAL STORE IS NOT LISTED AS A "PARTICIPATING STORE"?

We are continuously updating the list as participating dealers join in the promo, however if you do not see your local store listed on our website, please contact Innuos at [sales@innuos.com](mailto:sales@innuos.com) for more information.

## WHAT PROOF OF ELIGIBILITY IS REQUIRED?

A valid employee ID, business card, dated photo of associate at work, paystub or other proof at Innuos' discretion.

## WHAT TYPES OF JOBS ARE ELIGIBLE FOR THE FRONTLINE HEROES OFFER?

Eligible Heroes are those whose essential work outside of their home during the pandemic contributed to the health, welfare and well-being of their community, especially workers from the industries of healthcare and pharmacy, social care, law enforcement, and first responders.

## QUALIFIED FRONTLINE HEROES | HEALTH CARE/ PUBLIC HEALTH / HUMAN SERVICES

### Healthcare providers and caregivers, including:

- Physicians
- Dentists
- Psychologists
- Mid-level practitioners, nurses and assistants
- Infection control and quality assurance personnel
- Pharmacists
- Physical and occupational therapists and assistants
- Social workers
- Optometrists
- Speech pathologists
- Chiropractors
- Respiratory therapists

### Workers in other medical and biomedical facilities including:

- Ambulatory Health and Surgical
- Clinics
- Community Mental Health
- Comprehensive Outpatient rehabilitation
- End-Stage Renal Disease
- Home Health care
- Hospices
- Hospitals
- Long Term Care
- Nursing Care Facilities
- Organ Pharmacies
- Psychiatric Residential
- Rural Health Clinics and Federally Qualified Health Centers

### Law Enforcement, public safety officers, first responders and armed forces:

- Public, private, and voluntary personnel—both frontline and management—in emergency management, law enforcement, fire and rescue services and emergency medical services, to include public and private hazardous material responders, air medical service providers.
- Public agency workers responding to abuse and neglect of children, elders and dependent adults
- Workers performing mortuary funeral, cremation, burial, cemetery, and related services, including at funeral homes, crematoriums, and cemeteries or other organizations.

# TERMS & CONDITIONS

The terms and conditions below govern the procedures to access the "SAVE UP TO 20% FOR FRONTLINE HEROES" promotion during the month of June 2020. These terms and conditions concern the eligibility and the process of receiving the discount while purchasing an Innuos product at a participating store. Please read through these terms and conditions carefully.

1. Innuos together with all participating stores (see list above) will offer \*Frontline Heroes up to 20% discount on the full range of Innuos products from June 1, 2020 to June 30, 2020.
2. The following discounts will apply to the Innuos product range:

#### 10% DISCOUNT OFF MSRP

ZENmini Mk3  
LPSU  
Bundle with ZENmini + LPSU

#### 20% DISCOUNT OFF MSRP

ZEN Mk3  
ZENith Mk3  
STATEMENT  
PhoenixUSB Reclocker

3. To receive the product discount, eligible Frontline Heroes should contact Innuos by email at [sales@innuos.com](mailto:sales@innuos.com) for a promo voucher code and must give proof of professional affiliation to one of the groups mentioned above. This voucher code should then be handed to one of the participating dealers when placing your order.
4. Eligible Heroes are those whose essential work outside of their home during the pandemic contributed to the **health, welfare and well-being of their community**, especially workers from the industries of healthcare and pharmacy, social care, law enforcement, and first responders. See full list above in FAQ's
5. 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.
6. Innuos reserves the right to edit the list of participating stores within this time period. New stores are consistently being added as they join the promo, however if you do not see your preferred store in the current list, please contact Innuos at [sales@innuos.com](mailto:sales@innuos.com).
7. Innuos and all participating stores will ensure that all necessary steps are taken not to disclose your personal information to any third parties. The Frontline Hero consents to Innuos storing their contact information, occupation and the Innuos product purchased via this promotion for tech support purposes. The Frontline Hero 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.
8. Innuos reserve the right to remove any store found to be breaching the eligibility criteria as listed above.
9. Products purchased during this promotion are to be used solely for personal use and enjoyment. Products purchased in conjunction with this promotion are not to be auctioned, swapped or resold for profit.
10. Should a participating 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.
11. Innuos displays links to the participating stores offering the above-mentioned discounts to Frontline Heroes. 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.

DEALERS

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