

WARRANTY TERMS AND CONDITIONS. TANGLEWOOD

5 YEAR LIMITED WARRANTY

Tanglewood string instruments and electronic products have a 5-year warranty, effective from the original date of purchase of the retail consumer, except bulbs, which are covered for 90 days from the original date of purchase.

SUBJECT TO THE FOLLOWING TERMS & CONDITIONS.

This warranty only applies to products purchased from authorised dealers in Australia, with original proof of purchase provided by the consumer. This would typically take the form of a tax receipt supplied by a retail store.

WHAT DOES THIS WARRANTY COVER?

Any defects in materials and workmanship for the term of the warranty period.

National Music will at its expense and at its option: - (a) repair the product; or (b) replace the product; or (c) supply equivalent product; or (d) pay the cost of such repair, supply or replacement.

EXCLUSIONS AND LIMITATIONS OF WARRANTY.

THE WARRANTY DOES NOT COVER: -

- Consumable items such as guitar strings, batteries or battery clips;
- Normal wear and tear on any part of the product including jacks, control knobs, switches, screws, fret wear, saddle & nut wear; discoloration or wear of lacquer finishes;
- Any repairs done without prior authorisation of the manufacturer;
- Damage or faults caused from any unauthorised modification, removal or interference with parts;
- Service costs associated with regular setups, adjustments or normal maintenance of the product;
- Damage or warpage of wood, corrosion or rusting of hardware due to humidity or exposure to moisture.
- Damage or faults caused by neglect or abnormal use of the instrument;
- Damage done to speakers by constant and excessive abuse;
- Case/Bag and case/bag hardware.

Items assessed for repair may be replaced with refurbished items of the same type. Some refurbished parts may be used to repair items.

National Music does not accept liability in connection with this warranty for any consequential damage or economic loss whether direct or indirect to any person or property arising from a breakdown or failure of the product.

MAKING A WARRANTY CLAIM.

The first point of contact when making a warranty claim should be the original point of purchase. If this is not possible, contact National Music direct using details on this document or www.nationalmusic.com.au

The cost of transporting product to and from an authorised service agent or, in some cases National Music, is the responsibility of the end user. National Music is not responsible for any damage incurred during transport.

Warranty repairs may only be done by authorised service agents.

AUSTRALIAN CONSUMER LAW.

Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.