

## WARRANTY TERMS AND CONDITIONS. VIVO MONTANARI STRINGED INSTRUMENTS

### 1 YEAR LIMITED WARRANTY.

VIVO Montanari stringed instruments have a 1 year warranty, effective from the date of purchase.

SUBJECT TO THE FOLLOWING TERMS & CONDITIONS.

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

### WHAT DOES THIS WARRANTY COVER?

- Any defects caused by faulty manufacture, workmanship or materials for the term of the warranty period.

### EXCLUSIONS AND LIMITATIONS OF WARRANTY.

#### THE WARRANTY DOES NOT COVER: -

- Consumable items such as strings, bow hair, pegs.
- Normal wear and tear, such as marks, scuffing due to everyday use of the item.
- Any modification made after the purchase of the item
- Any repairs done without approval of the manufacturer
- Service costs associated with normal or regular maintenance of the product.
- Damage or warpage of wood, any corrosion or rusting of metals due to humidity or exposure to moisture.
- Damage or faults caused by neglect or abnormal use of the instrument;
- Case/Bag and case/bag hardware.

Items assessed for repair may be replaced with brand new or 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](http://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.