

Autoharp Warranty

The instrument you have purchased was manufactured under carefully controlled conditions using the finest materials available. It was designed and built to give you years of satisfactory service.

We warrant this instrument against defects in workmanship or materials for a period of five (5) years from the date of purchase. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

If a defect develops during the warranty period, you should promptly notify our Customer Service Department in writing at 1000 Corporate Grove Dr., Buffalo Grove, IL USA 60089 and explain the nature of the problem.

You will receive a prompt reply from a Customer Service representative with knowledgeable suggestions on how you might quickly remedy the problem.

A replacement part may be shipped to you at no charge. In the event the problem can not be remedied through any of these means, you will be asked to send the instrument to American Music & Sound, 4325 Executive Drive, #300, Southaven, MS 38672 where, at our option, it will be repaired or replaced with an equivalent instrument of the same model. Should a return be necessary, the unit should be sent freight prepaid and insured for value. You are responsible for all freight charges.

This warranty applies only to the original owner and does not cover broken strings; damage caused by abuse, accident, negligence, or improper storage; rusting or corrosion; normal wear and tear; damage caused by exposure to the elements or damage caused by unauthorized repairs or modifications.

This warranty does not apply unless the product is registered within 10 days of the date of your purchase of the instrument. Registration can be done on our Web site at oscarschmidt.com or by mailing the attached Ownership Registration Card to Oscar Schmidt, 1000 Corporate Grove Dr., Buffalo Grove, IL USA 60089.

All instruments except Autoharp.

Oscar Schmidt instruments are warranted to be free from defective materials and workmanship from date of purchase to the original purchaser when purchased from an authorized Oscar Schmidt dealer. This is a limited lifetime warranty that is not transferable. Oscar Schmidt will repair or replace, at its option, any Oscar Schmidt instrument or part thereof which is found by Oscar Schmidt to be defective. The customer pays transportation cost to and from Oscar Schmidt Washburn factory service or any Oscar Schmidt Authorized Service Center. Electronics controls are covered for a period of one year. Oscar Schmidt reserves the right to use materials readily available at the time of the repair. Warranty service requires a copy of the Proof of Purchase (sales receipt) to be presented at time of service request

What is covered against manufacturing defects

Parts and Labor to correct any defect in materials used and any defect attributable to workmanship.

What is not covered

Shipping Damage. Report damage upon receipt of item to the carrier (i.e. UPS). Freight carrier must be notified upon receipt of items to insure freight damage claim resolution. Shipping damage not filed with carriers immediately upon receipt will not be covered under warranty.

Instruments that have been modified after original shipment from the Oscar Schmidt factory.

Instruments whose serial numbers have been altered or removed. Exterior finish. Instruments that have been subjected to extreme humidity or temperature conditions. Instruments that have been

damaged due to misuse, neglect or accident. Normal wear and tear to serviceable parts such as strings, electronic controls, tuning pegs and frets. Instruments that have been purchased from an

unauthorized Oscar Schmidt dealer. Warranty claims by anyone other than the original

purchaser. Oscar Schmidt is not responsible for any items left in gig bags or cases. We strongly

advise that all personal items, picks, sheet music, chords, cables, tuners, ect. should be removed.

Freight charges to and from the factory or authorized service center for customer owned goods.

Any and all charges incurred from priority service requests (Rush Service) or priority shipping

for replacement parts. Any and all charges if no problem is found.

Factory Service Terms

Return Authorization

All items being returned for any reason must have a Return Authorization number. This RA# must be placed on the outside of the carton of the item being returned or the carton will be

refused upon delivery. Please call the customer service department at 800-877-6863, for the return authorization number. Dealer stock items will be returned to the dealer freight prepaid.

Customer owned items will be returned freight collect, C.O.D. Items being returned for factory service should be sent to the following location:

American Music & Sound

4325 Executive Drive, #300

Southaven, MS 38672

Field Service Terms

An Authorized Warranty Service Center must perform any and all field warranty service work.

Customer will not pay for parts and/or labor provided the problem found is within warranty guidelines. Proof of purchase must be provided at the time of service request. Transportation

charges to and from the Authorized Warranty Service Center are the responsibility of the

customer. Rush service charges and special freight charges for required parts are not covered

under warranty and are also the responsibility of the customer. Any charges for labor or

processing when no problem is found are also not covered under warranty. Any charges incurred

for work performed by an unauthorized service center are the responsibility of the customer.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.

