

Hohner Stringed Instruments Limited Warranty

Hohner brand stringed instruments sold in the United States are warranted by Hohner, Inc. Please note that this information is only for Hohner stringed instruments sold by authorized dealers in the United States.

This Hohner stringed instrument is warranted to be free from defects in materials and workmanship to the original owner, subject to all the following terms and conditions:

Warranty Time Period: The Warranty provided herein is for the lifetime of the original retail purchaser, except for any factory-installed electronic components or tuning hardware, on which the Warranty is for a period of one (1) year from the date of the original retail purchase.

Warranty Time Period - Exceptions: The following stringed instruments are warranted for a period of ONE YEAR from the original date of purchase and are exempt from the Limited Lifetime Warranty as stated above: HC09, HC06, HC03, HC02, HW03, HW200, and HW220.

Warranty Coverage: This Warranty is given by Hohner, Inc., 12020 Eastgate Blvd., Mt. Juliet, TN 37122 only to the original purchaser of this Instrument. Hohner will repair or replace any part or parts of the Instrument which may prove defective under normal use and service during the Warranty Time Period stated above which Hohner, Inc.'s examination shall disclose to its satisfaction to be thus defective. This Warranty does not apply unless you provide a copy of your original sales receipt.

This Warranty Does Not Cover: (a) any non-factory-installed electronic components or tuning hardware; (b) damage or defects due to alteration, misuse, abuse, normal wear and tear, extremes of temperature or humidity or abnormal strain; (c) accidental or intentional damage; (d) damage in shipping; (e) the repair or replacement of expendable maintenance items including, but not limited to, strings, tuning machines, or scratched pickguards; (f) normal fret wear; (g) plating on metal parts; (h) cracking or other damage to the finish; (i) any damage from accessories (synthetic straps, etc.); (j) an Instrument whose serial number has been defaced; (k) tonal characteristics (tone is a subjective matter and is not warranted); or (l) any Instrument purchased from other than an authorized Hohner dealer.

Your Responsibility: You must maintain this instrument, without alteration, negligent use, misuse or abuse. All service of this Instrument must be performed by Hohner, Inc. or an Authorized Hohner Service Center. Any service performed on this instrument by other than Hohner, Inc., or not specifically authorized by Hohner, Inc., will terminate this Warranty.

SAVE YOUR RECEIPT!

Hohner and/or Hohner Authorized Service Centers cannot perform any Warranty Service without a copy of your original sales receipt. The registration of this Hohner Guitar is important as it will allow us to keep you apprised of any improvements and / or upgrades made after your purchase.

WHAT WE WILL DO.

If the Product is found to be defective in materials or workmanship during the applicable Warranty Period; Hohner, Inc. will repair or replace defective parts without charge for the parts and labor to repair or replace the defective parts. Parts used for replacement are warranted only for the remainder of the applicable Warranty Period.

To Obtain WARRANTY SERVICE:

Return the Product and a copy of the original sales receipt for the Product to the authorized Hohner dealer who sold the Product. If you are unable to return the Product to the authorized Hohner dealer who sold the Product, return the Product and a copy of the original sales receipt to any authorized Hohner dealer.

When returning the Product for service to Hohner, Inc., you or the dealer must do the following:

(a) Obtain a return authorization number from the Hohner, Inc. Customer Service Department;
and

(b) Write the return authorization number in a conspicuous place on the outside of the return shipping carton.

The return will be refused if there is no return authorization number on the outside of the return shipping carton.

The owner of the Product must prepay all freight and insurance charges when returning the Product.

WHAT IS NOT COVERED.

This Lifetime Limited Warranty does not cover any of the following:

- (1) Any Product that was rented or leased before or after the original retail purchase of the Product
- (2) Any Product that Hohner, Inc. shipped before January 1, 2003
- (3) Any damage or defect in the Product due to accident, modification, tampering, negligence, misuse, abuse, neglect, alteration, normal wear, extremes of temperature or humidity, or abnormal strain.
- (4) Any Product that was repaired or serviced by anyone other than a service facility authorized by Hohner, Inc.
- (5) Any damage to the Product in shipping
- (6) The plating on the metal parts of the Product
- (7) Any Product whose serial number or model number has been altered, tampered with, removed or defaced
- (8) Any tonal characteristics (tone is a subjective matter and is not warranted)
- (9) Any Product purchased from other than an authorized Hohner dealer.

LIMITED WARRANTY LIMITATIONS AND DISCLAIMERS.

HOHNER, INC. DISCLAIMS ALL OTHER EXPRESS WARRANTIES. ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. HOHNER, INC. SHALL NOT BE LIABLE FOR ANY LOSS OF USE OF THE PRODUCT, ANY INCONVENIENCE, ANY OTHER LOSS, ANY LOST PROFITS, OR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING IN WHOLE OR IN PART OUT OF OR IN CONNECTION WITH THIS LIMITED WARRANTY, OR THE BREACH OF THIS LIMITED WARRANTY, OR THE USE THEREOF. HOHNER, INC.'S SOLE AND EXCLUSIVE RESPONSIBILITY SHALL BE AS PROVIDED UNDER THIS WARRANTY AND, UNDER NO CIRCUMSTANCES, SHALL HOHNER, INC. BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. THIS LIMITED WARRANTY IS YOUR EXCLUSIVE REMEDY AND IS MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED; ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY.

PERFORMANCE OR MAINTENANCE OF THIS PRODUCT.

Some states do not allow the exclusion of incidental or consequential damages or limitations on how long an implied warranty lasts, so these limitations or exclusions may not apply to you. This Limited Warranty gives you specific legal rights. You may also have other rights that vary from state to state.

This Limited Warranty does not cover any representation or warranty made by any person, including any Hohner dealer or any employee of Hohner, Inc. beyond the provisions of this Limited Warranty.

Contact

Hohner, Inc.
1000 Technology Park Drive
Glen Allen, Virginia 23059-4500
Phone Toll Free: 800-446-6010

Fax: 804-515-0189

e-mail: webinfo@hohnerusa.com

Press Contact:

Bart Thomas | Marketing Services Coordinator

Phone: 804-591-3769

e-mail: bthomas@hohnerusa.com

Dear Customer,

thank you for visiting our homepage where you will find ample information about us and our products. For any commercial details you may require kindly contact the Hohner dealer nearest you.

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.