

Warranty

Warranty Terms and Conditions

Kala Brand Music Co. warrants solely to the original purchaser that the instrument purchased shall be free from defects in workmanship and materials and shall function for a period of one (1) year from the date of purchase. American made models are warranted for a period of two (2) years from the date of purchase. Kala Brand Music Co. reserves the right to determine upon inspection if the warranty claim is valid or not.

This Limited Warranty is valid to the original purchaser only and is non-transferable.

The instrument must have been purchased at an Authorized Kala Brand Dealer.

Keep your original sales receipt. It is required to make a valid warranty claim.

Any modification to the instrument will void the warranty.

Unsolicited returns to Kala Brand Music Co. or any of its authorized dealers will not be accepted.

ITEMS NOT COVERED UNDER THIS WARRANTY

Asserted defects or damages due to negligence, misuse, accident, improper maintenance, or modification practices on the instrument or its parts.

Normal fret and string wear on the instrument including broken strings and tuners due to improper tuning.

Normal wear or breakage of frets, strings, nuts, saddle, batteries, finish or other damage or deterioration due to normal wear and tear of the instrument or its parts, or to normal wear and tear or breakage of any part of an instrument, including but not limited to controls, buttons, switches, jacks, plated surfaces, tuning devices, or to any instrument case, gig bag, gig bag handles, zippers, latches, case hardware, or case exterior.

Damage resulting from exposure to extreme temperatures, humidity, acts of nature, dry climates, or salt air climates. Failure to use a humidifier on Kala all solid-wood ukuleles and all acoustic U-Bass instruments will void your warranty if any cracking occurs. Warranty claims may not be considered if a quality humidifier (Humistat™, Oasis™, Planet Waves™, Humilele™) is not used with your Kala instrument while it is stored in its case or bag. When the instrument is not in its case or bag for more than two days we recommend it be stored in a room with a relative humidity of 40-60% with its humidifier correctly installed inside the instrument.

Damage due to negligence, misuse, accident, or improper maintenance practices.

Normal fret and string wear on the instrument including broken strings and tuners due to improper tuning.

Exposure to heating or cooling sources that cause damage to the instrument.

Personal opinions relating to the sound and tone of the instrument.

Instruments damaged in transit.

All instruments marked with a stamped “2” on the back of the headstock are “Kala seconds” and are excluded from Kala Brand Music Company’s warranty policy. These instruments are non-refundable and non-returnable to either Kala Brand Music Company or the authorized dealer in where it was purchased.

Instruments purchased outside of the United States or Canada are not covered under this warranty. Warranties for those instruments, if any are provided by the Authorized Kala Importer for that country.

All sales of laser-etched instruments are final.

All models are subject to specification changes at any point in time without notice.

WARRANTY IS PROVIDED BY:

KALA BRAND MUSIC CO. P.O.B. 751149, PETALUMA, CA 94975 USA

TO MAKE A CLAIM:

Have your original sales receipt, it is required to make a valid warranty claim. Then contact your Authorized Kala Brand dealer to discuss the issue with them. Often times they will be able to help you quickly resolve the problem. All warranty claims must be placed through the Authorized Kala Brand Music dealer where the instrument was purchased. This includes, but is not limited to, mail order purchases, internet sales, in-store purchases, and authorized online auction sites.

<https://kalabrand.com/pages/contact-us>

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.