

TANGLEWOOD INSTRUMENTS

5 YEAR LIMITED WARRANTY

Tanglewood Australia warrants its string instruments against defects in workmanship and materials, effective from the original date of purchase of the original purchaser.

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.

Neither dealer nor distributor assumes responsibility for shipping and insurance fees - or damage during shipping - within the warranty process. Final decision regarding parts or instruments replaced or repaired under the conditions of this warranty will be executed at no cost to the original purchaser, return shipping included. With issues not covered under warranty, an estimate for the repair will be given and the instrument will be returned at the cost of the owner.

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.

Limited Warranty on Preamp Systems as of 1st July 2021

Onboard preamp systems included with Tanglewood instruments are covered under warranty for a period of **two years** from the date of sale from an authorised dealer to the original purchaser. If the system fails to function properly due to defects in materials or workmanship during the applicable warranty period, National Music, at its option, will repair or replace the system, with no charge for labour or materials. This warranty applies only if sold and delivered by an authorised Australian Tanglewood dealer.

Other exclusions & limitations of warranty

This warranty does not apply to damage or faults caused by misuse, neglect, removal or interference with parts, accident or modification, normal wear (such as marks, scuffing), accidental damage, exposure to moisture, improper storage during changes in temperature or humidity. Damages not covered in this warranty can easily be avoided in almost any climate with proper care.

Fret wear, string wear, tuning machine wear, broken nuts, worn saddles, discoloration or wear of lacquer finishes are not covered in this warranty. Consumable items such as guitar strings, batteries, jacks, sockets, control knobs, switches, screws, etc are not covered by this warranty. Service costs associated with regular setups, adjustments or normal maintenance of the product are not covered by this warranty. This warranty does not cover any repairs undertaken without approval of National Music.

Cases or bags and case or bag hardware that is supplied by Tanglewood guitars are exempt from the 5 year warranty and is covered under the Australian Consumer Law warranty period of **1 year standard**.

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 nationalmusic.com.au

Warranty repairs may only be done by authorised service agents with the approval of National Music.

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.