

GITTLER GUITAR WARRANTY POLICY

All Gittler instruments are backed by a Limited Lifetime Warranty. This warranty applies to the original purchaser only, provided the product is purchased as NEW from an authorized Gittler dealer or from the factory directly. It is not transferable under any circumstances.

Your new Gittler instrument is warranted to be free from defects in materials and workmanship for the life of the original owner, if used under normal operating conditions, subject to the limitations described below. If at any time the instrument malfunctions as a result of faulty material or workmanship, Gittler Instruments LLC will, at its discretion, repair the defect(s) without charge or replace the instrument.

In order to validate your warranty, you must complete the registration form within fifteen (15) days following the original date of purchase, or register your product online at www.GittlerInstruments.com/warranty.

Please retain your original sales receipt or e-mailed order confirmation as proof of purchase.

Items that are NOT covered by this warranty:

- 1) Any instrument that was purchased second hand, not including B-Stock products purchased from the Gittler factory or through authorized distribution outlets.
- 2) Any instrument that has been customized, modified or serviced by any unauthorized company or individual after shipment from the Gittler Instruments Factory.
- 3) Any instrument that was not purchased either directly from Gittler Instruments LLC or from an authorized Gittler dealer.
- 4) Any instrument whose serial number is missing or has been altered.
- 5) Any instrument that has been damaged due to misuse, neglect, accident,
- 6) Normal wear and tear on any serviceable part of the instrument, including electronic controls and switches, jacks, set screws, tuning machines and case hardware.
- 7) Defects in finish or malfunctioning electronics due to exposure to water, sun, fire, moisture, body salts and acids, other chemicals or non-approved polishes.
- 8) Regular maintenance of the instrument, including string and battery changes.
- 9) Subjective issues, such as tonal characteristics, grade or coloration of Titanium, natural aging or wear to the Titanium or coated surfaces of the instrument, small surface scratches or small bubbles in the plastic guard material.
- 10) Deterioration due to aging or damage due to acts of nature.
- 11) Freight charges to Gittler Instruments LLC for warranty repairs.
- 12) Shipping damages of any kind.

No instrument may be returned to Gittler Instruments LLC without prior authorization. If a return is to be made to Gittler Instruments LLC, the customer must first obtain a Return Authorization number (RA#) by phone or email. If the RA# is not clearly marked on the package being returned, it will be rejected by our receiving department. Gittler Instruments LLC will inspect any returned instrument and, upon approval, and at our sole discretion, will replace any part or parts deemed defective. Gittler Instruments LLC reserves the right to use materials regularly utilized or available at the time of repair in the event that the original materials are no longer available. The customer is responsible for the cost of shipping the instrument back and forth to Gittler Instruments LLC and must agree to provide insurance and pack the instrument properly.

THE FOREGOING CONSTITUTES THE ONLY WARRANTY MADE BY GITTLER INSTRUMENTS LLC WITH RESPECT TO THE PRODUCTS AND IS MADE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED. GITTLER INSTRUMENTS LLC ASSUMES NO LIABILITY FOR PROPERTY DAMAGE RESULTING FROM FAILURE OF THIS PRODUCT NOR ANY LOSS OF INCOME, SATISFACTION, OR DAMAGES ARISING FROM THE LOSS OF USE OF SAME DUE TO DEFECTS OR AVAILABILITY OF SAME DURING SERVICE.