

Gibson, Inc. Custom Guitar Warranty

Your new Gibson custom instrument is warranted to be free from defects in materials, workmanship, electronics, and parts for the life of the original retail purchaser, subject to the limitations contained in this warranty. The Warranty on parts is subject to availability. Substitutions on parts will be made at Gibson's sole discretion.

If at any time this Gibson, Inc. instrument malfunctions as a result of faulty materials or workmanship, Gibson, Inc. will repair the defect(s) or replace the instrument as it deems appropriate in its sole discretion. Gibson, Inc. reserves the right to use materials regularly utilized at the time of repair in the event that original materials are no longer available. If replacement of your instrument is deemed appropriate by our staff, Gibson, Inc. will replace the instrument with one of the same or most similar style of a value not in excess of the original purchase price of your instrument.

This warranty covers the cost of labor, materials, and parts (subject to availability, at Gibson, Inc.'s sole discretion) on any repair deemed necessary by a Gibson, Inc. Consumer Service Representative for the lifetime of the original purchaser. In the unlikely event that your instrument is destroyed, lost, or damaged beyond repair while in the possession of Gibson, Inc. for repair, Gibson, Inc. will replace that instrument with one of the same or most similar style of a value not in excess of the original purchase price of your instrument. Any insurance covering the instrument, including but not limited to collector's value insurance, must be carried by the owner at the owner's expense.

THIS WARRANTY IS EXTENDED TO THE ORIGINAL RETAIL PURCHASER ONLY AND MAY NOT BE TRANSFERRED OR ASSIGNED TO SUBSEQUENT OWNERS. YOUR PROOF OF PURCHASE OR SALES RECEIPT MUST ACCOMPANY ALL REQUESTS FOR WARRANTY COVERAGE.

This Warranty Is Subject to The Following Limitations:

THIS WARRANTY DOES NOT COVER:

1. Any instrument that has been altered or modified in any way or upon which the serial number has been tampered with or altered.
2. Any instrument for which false information has been given.
3. Any instrument that has been damaged due to misuse, negligence, accident, or improper operation.
4. The subjective issue of tonal characteristics.
5. Shipping damages of any kind.
6. Any instrument that has been subjected to extremes of humidity or temperature.
7. Normal wear and tear (i.e., worn frets, worn machine heads, worn plating, string replacement, scratched pickguards, or damage to or discoloration of the instrument finish for any reason).
8. Any instrument that has been purchased from an unauthorized dealer or upon which an unauthorized repair or service has been performed.
9. Cracking, discoloration, or damage of any sort to the finish or plating of any guitar, including Murphy Lab guitars, for any reason.

10. Gibson, Inc. does not warranty the playability of an instrument whose 'action' has been significantly altered.

GIBSON, INC. MAKES NO OTHER WARRANTY OF ANY KIND WHATSOEVER. ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXCEEDING THE SPECIFIC PROVISIONS OF THIS WARRANTY ARE HEREBY DISCLAIMED AND EXCLUDED FROM THIS WARRANTY. SOME STATES AND/OR COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES, SO THE ABOVE MAY NOT APPLY TO YOU.

GIBSON, INC. SHALL NOT BE LIABLE FOR ANY SPECIAL, INDIRECT CONSEQUENTIAL, INCIDENTAL, OR OTHER SIMILAR DAMAGES SUFFERED BY THE PURCHASER OR ANY THIRD PARTY, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS OR BUSINESS OR DAMAGES RESULTING FROM THE USE OR PERFORMANCE OF THE INSTRUMENT, WHETHER IN CONTRACT OR IN TORT, EVEN IF GIBSON, INC. OR ITS AUTHORIZED REPRESENTATIVE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND GIBSON, INC. SHALL NOT BE LIABLE FOR ANY EXPENSES, CLAIMS, OR SUITS ARISING OUT OF OR RELATING TO ANY OF THE FOREGOING.

**Customers who purchased product outside the U.S. should contact their local distributor for the handling and resolution of all warranty issues as the above-described Gibson, Inc. Warranty is not applicable.

How To Obtain Warranty Service

In the event your Gibson, Inc. instrument malfunctions, you should notify U.S. Gibson, Inc. Consumer Service at 1-800-444-2766, service@gibson.com, EU Gibson, Inc. Consumer Service at 00800-44427661, service.europe@gibson.com, or your nearest Authorized Gibson, Inc. Dealer or Service Center.

The Dealer or Owner must ship the instrument, freight and insurance pre-paid, to Gibson, Inc. Repair and Restoration or the nearest Authorized Gibson, Inc. Service Center. No instrument may be returned to Gibson, Inc. without obtaining a Return Authorization from Consumer Service. Only Authorized Gibson Service Centers may perform warranty service, and any service performed by unauthorized persons will void this warranty. Gibson, Inc. disclaims liability for defects or damage caused by services performed by unauthorized persons or non-warranty service not performed by Gibson, Inc. or an Authorized Gibson, Inc. Service Center.

When contacting Gibson, Inc., you must include a complete written description of the malfunction of the instrument. If non-warranty work is required or recommended by Gibson, Inc., a quotation will be issued and must be approved by you before any non-warranty work commences. You should consider quotations obtained for non-warranty work immediately and advise the Authorized Gibson, Inc. Service Center or Gibson, Inc. of your wishes. You are not required to purchase non-warranty work in order to obtain service on materials covered by this warranty. Following its inspection of an instrument upon its arrival, Gibson, Inc. or the Authorized Gibson, Inc. Service Center will advise you or your dealer of the approximate date of completion. The repaired instrument or part will be returned to you or your dealer, freight collect insured.

No representative or other person is authorized to assume for Gibson, Inc. any liability except as stated in this warranty. This warranty gives you specific rights which vary from state to state or from country to country.

Need to know more or have additional questions? Reach out to us.

Gibson, Inc.

ATTN: Consumer Service

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Nashville, TN 37203

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