

Player Pack Guitar Product Warranty

About Your Warranty

Your new instrument is warranted to be free from defects in materials and workmanship for the life of the original retail purchaser, subject to the limitations contained in this warranty. Factory installed electronics and parts are warranted for 1 years from the original purchase date.

If at any time this instrument malfunctions as a result of faulty materials or workmanship, Gibson Brands will repair the defect(s) or replace the instrument, as it deems appropriate at its sole discretion. Gibson Brands 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 Brands 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.

In the unlikely event that your instrument is destroyed, lost, or damaged beyond repair, while in the possession of Gibson Brands for repair, Gibson Brands will replace that instrument with one of the some 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 owner at owner's expense.

This Warranty Is Subject to The Following Limitations

THIS WARRANTY DOES NOT COVER:

- Any instrument that has been altered or modified in any way or upon which the serial number has been tampered with or altered.
- Any instrument whose warranty card has been altered or upon which false information has been given.

- Any instrument that has been damaged due to misuse, negligence, accident, or improper operation.
- The subjective issue of tonal characteristics.
- Shipping damages of any kind.
- Any instrument that has been subjected to extremes of humidity or temperature.
- Normal wear and tear (i.e.; worn frets, worn machine heads, worn plating, string replacement, scratched pickguards, or damages to or discoloration of the instrument finish for any reason).
- Any instrument that has been purchased from an unauthorized dealer, or upon which unauthorized repair or service has been performed.
- Cracking, discoloration, or damage of any sort to the finish or plating for any reason.
- Gibson does not warranty the playability of an instrument whose 'action' has been significantly altered.
- Gibson does not warranty any pickups that are not manufactured by Gibson beyond 3 years from the date of purchase.

GIBSON BRANDS 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 THAT THE ABOVE MAY NOT APPLY TO YOU.

GIBSON BRANDS 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 USE OR PERFORMANCE OF THE INSTRUMENT, WHETHER IN CONTRACT OR IN TORT, EVEN IF EPIPHONE OR ITS AUTHORIZED REPRESENTATIVE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND EPIPHONE 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 Warranty is not applicable.

How To Obtain Warranty Service

In the event of malfunction of your Epiphone instrument, you should notify Gibson Consumer Service at 1-800-444-2766, service@gibson.com, your nearest Authorized Epiphone Dealer, or your nearest Gibson Authorized Service Center.

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

When contacting Gibson Brands, you must include a complete written description of the malfunction of the instrument. If non-warranty work is required or recommended by Gibson Brands, a quotation will be issued and must be approved by you before any non-warranty work is commenced. You should consider quotations obtained for non-warranty work immediately and advise the Authorized Gibson Service Center or Gibson Brands 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 Brands or the Authorized Gibson 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 Brands 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.