

Kramer Limited Lifetime Warranty

Thank you for purchasing your Kramer instrument. This new Kramer instrument is warranted to be free from defects in materials and workmanship for a Three (3) Year Period, subject to the limitations contained in this warranty.

If during this time this Kramer instrument malfunctions as a result of faulty materials or workmanship, Kramer will repair the defect(s) or replace the instrument, deems appropriate in its sole discretion. Kramer 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, Kramer 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 Kramer for repair, Kramer 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 the collector's value insurance, must be carried by owner at 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

- 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 pick guards, 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.
- Any factory installed electronics after a period of one (1) year following the original date of purchase.

KRAMER makes no other warranty of any kind whatsoever. All implied warranties, including warranties of merchant ability 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. Kramer shall not be liable for any special, indirect consequential 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 business or damages resulting for use or performance from the instrument, whether in contract or in tort, even if Kramer or its authorized representative has been advised of the possibility of such damages, and Kramer shall not be liable for any expenses, claims, or suits arising out of or relating to any of the foregoing.

How to Obtain Warranty Service:

In the event of malfunction of your Kramer instrument, you should notify your nearest Authorized Kramer Dealer. The Dealer or Owner must ship the instrument, freight and insurance pre-paid, to the nearest Authorized Kramer Service Center. If there is no Authorized Kramer Service Center near you, contact or have your dealer contact Kramer for information and authorization to return the Instrument to Kramer. No instrument may be returned to Kramer without such prior Return Authorization. Only Authorized Kramer Service Centers may perform warranty service and any service performed by unauthorized persons will void this warranty. Kramer disclaims liability for defects or damage caused by services performed by unauthorized persons or non-warranty service not performed by Kramer or an Authorized Kramer Service Center. When contacting Kramer, you must include a complete written description of the malfunction of the instrument. If non-warranty work is required or recommended by Kramer, 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 Kramer Service Center or Kramer 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, Kramer Guitars or the Authorized Kramer 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 Kramer any liability except as stated in this warranty. This warranty gives you specific rights which vary from state to state.

**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 Warranty is not applicable.