

Gibson Brands Inc. Limited Warranty

This warranty applies to Gibson Brands Inc. products sold through the Gibson Demo Shop and Mod Collection

Each Demo Shop and Mod Collection instrument or amplifier has a limited 2-year warranty to be free from defects (other than cosmetic defects, which do not impact playability or tone as described below) in material and workmanship. Light bulbs, vacuum tubes, batteries, cables, and accessories are warranted for six (6) months.

Each Limited Warranty product may have cosmetic defects which are explicitly listed in the Warranty Evaluation, and which can be found in your purchase materials. These cosmetic defects are not covered under this Limited Warranty.

If your Gibson Brands Inc. musical instrument or amplifier malfunctions as a result of faulty materials or workmanship at any time during the 2-year warranty period, Gibson Brands Inc. will repair the defect(s) or replace the product, as deemed appropriate in its sole discretion. Gibson Brands 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 product is deemed appropriate by our staff, Gibson Brands 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 product.

All warranty claims are subject to inspection by Gibson Brands Inc. to determine improper operating conditions or abuse. This Limited Warranty covers products determined to be defective and covers the cost of labor and materials on any repair deemed necessary by our Consumer Service Representative for 2 years from its' purchase from Gibson Brands Inc. In the unlikely event that your product is destroyed, lost, or damaged beyond repair, while in the possession of Gibson Brands Inc. or a Gibson Certified Service Center, Gibson will replace that product with one of the same or most similar style of a value not in excess of the original purchase price of your product. Any insurance covering the instrument, including but not limited to collector's value insurance, must be carried by owner at owner's expense.

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. Repairs of cosmetic defects that are listed in the Warranty Evaluation, which can be found in your purchase materials.
2. Any product that has been altered or modified in any way, or upon which the serial number has been tampered with or altered by any party other than Gibson or a Gibson/Mesa Boogie Certified Service Center.
3. Any product for which false information has been given.
4. Any product that has been damaged due to misuse, negligence, accident, or improper operation.
5. The subjective issue of tonal characteristics.
6. Shipping damages of any kind.
7. Any product that has been subjected to extremes of humidity or temperature.
8. Normal wear and tear (i.e., worn frets, worn machine heads, worn plating, string replacement, scratched pickguards, damages to or discoloration of the product finish for any reason, marred amplifier coverings, faded silk screening, or tubes beyond the 6th month warranty period).
9. Any product that has been purchased from an unauthorized dealer, or upon which unauthorized repair or service has been performed.
10. Cracking, discoloration, or damage of any sort to the finish or plating for any reason.
11. Gibson Brands Inc. does not warranty the playability of an instrument whose 'action' has been significantly altered.
12. Gibson does not warranty any pickups that are not manufactured by Gibson beyond 2 years from the date of purchase.

HOW LONG DOES THE TWO-YEAR LIMITED WARRANTY LAST?

This Limited Warranty lasts for two years and begins on the date of purchase from Gibson Brands, Inc. as indicated on your receipt. The warranty period is not extended if Gibson or a Gibson Certified Service Center replaces a warranted product or any part(s). Gibson may change the availability of limited warranties, at its sole discretion, but any changes will not be retroactive. After this 2-year period:

GIBSON 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 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 GIBSON OR ITS AUTHORIZED REPRESENTATIVE HAS BEEN ADVISED

OF THE POSSIBILITY OF SUCH DAMAGES, AND GIBSON SHALL NOT BE LIABLE FOR ANY EXPENSES, CLAIMS, OR SUITS ARISING OUT OF OR RELATING TO ANY OF THE FOREGOING.

Amplifier Owner Maintenance:

Your amplifier may utilize vacuum tubes, which, like car tires, wear out with use and require some periodic maintenance. Most tube amplifier problems are caused by tube failure and can usually be cured simply by replacing bad tube(s). Damage to the amplifier caused by out-of-warranty tubes, while rare, may not be covered under this warranty. This Warranty becomes void if any tubes other than genuine Mesa tubes are used. Abuse, misuse, or failure to properly maintain your amplifier or cabinet may, at Gibson Brands sole discretion, invalidate this Warranty

How To Obtain Warranty Service:

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

For guitars:

The owner must ship the instrument, freight, and insurance pre-paid, to Gibson Repair and Restoration or the nearest Gibson Certified Service Center. No instrument may be returned to Gibson without such prior return authorization. Only authorized Gibson Certified Service Centers may perform warranty service and any service performed by unauthorized persons will void this Limited Warranty. Gibson disclaims liability for defects or damage caused by services performed by unauthorized persons or non-warranty service not performed by Gibson or a Gibson Certified Service Center.

For amplifiers:

IMPORTANT! PLEASE DO NOT SEND ANY MESA PRODUCTS BACK TO MESA WITHOUT FIRST RECEIVING AN RA NUMBER!

Upon receiving your RA request, a CSR will contact you to review the issue, provide further instructions and cover any potential costs. Gibson Brands Inc. will make every effort to complete the repair as quickly as possible in the order it was received. If you require priority rush service, extra charges may apply. Gibson Brands Inc. cannot accept responsibility for products shipped to us that become damaged in shipping due to poor packaging. Please save your original packing material and inspect it thoroughly before re-use.

Please read and follow the information in your owner's manual including the safety guides and the warning against exposure to high sound levels, which may cause permanent hearing damage. Use your product with common sense and professionalism. Our reputation relies upon your lasting satisfaction with our products and our service. Should problems occur, we are here to assist you. We sincerely thank you for choosing us to be your amplifier company.

When contacting Gibson Brands Inc., you must include a complete written description of the malfunction of the instrument. If non-warranty work is required or recommended by CSR, 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 Gibson Brands Inc. or the Gibson/Mesa Boogie Certified Service Center 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 Inc. or the Gibson/Mesa Boogie Certified

Service Center will advise you of the approximate date of completion. The repaired instrument or part will be returned to you, freight collect insured.

No representative or other person is authorized to assume for Gibson Brands 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 by calling 1-800-444-2766, or emailing us at service@gibson.com in the US. In Europe, call us at 00800-44427661, or email us at service.europe@gibson.com.

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