

Moog Warranty Information

What is Moog's standard warranty?

Moog warrants its products to be free of defects in materials or workmanship and conforming to specifications at the time of shipment for a period of one year from the date of purchase. During the warranty period, any defective products will be repaired or replaced, at Moog's option, on a return-to-factory basis. This warranty covers defects that Moog determines are no fault of the user.

Returning Your Product to Moog

You must obtain prior approval in the form of an RMA (Return Material Authorization) number from Moog before returning any product. Click "Customer Service" to request the RMA # via email or call us at (828) 251-0090. All products must be packed carefully and shipped with the Moog supplied power adapter. The Voyager and Little Phatty must be returned in the original inner packing including the foam inserts. Sorry, the warranty will not be honored if the product is not properly packed. Once you have received the RMA# and carefully packed your Moog, ship the product to Moog Music Inc. with transportation and insurance charges paid, and include your return shipping address.

What we will do

Once received, we will examine the product for any obvious signs of user abuse or damage as a result of transport. If the product has been Moog Limited Warranty

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What we will do

Once received, we will examine the product for any obvious signs of user abuse or damage as a result of transport. If the product abused, damaged in transit, or is out of warranty, we will contact you with an estimate of the repair cost. Warranty work will be performed and Moog will ship and insure your product to your United States address free of charge.

How to initiate your warranty

Please initiate your warranty online at www.moogmusic.com . Click "Product Registration". If you do not have web access, fill out all the information on the card included with your shipment and mail to:

**Moog Music Inc.
2004-E Riverside Dr.
Asheville, N.C. USA 28804
Attn: New Product Registration**