

Roland - Support - Service & Repair - Warranty Information

If you need to have your Roland or BOSS product serviced, you have two options:

- Use our [Service Center Locator](#) to find an Authorized Service Center in your area, and then contact them directly for service.
- Send your product to our National Service Center in Ontario, CA.

If you'd like to send your product to our National Service Center, please submit a [new service request](#) to obtain a return authorization (RA) number.

Once received, our service technicians will inspect your product and contact you with an estimate of the repair costs. Our shop rate for Roland and BOSS products—other than Compact and Twin pedals—is \$80.00 per hour (billed in 15-minute increments). For BOSS Compact and Twin pedals, our shop rate is \$40.00 per hour (billed in 15-minute increments).

Please note that a \$25.00 bench fee plus return freight costs will be assessed if you do not proceed with the repair, or if a unit is received and no problem is found by our technicians.

Consumer Limited Warranty

| PRODUCT LINE | PARTS | LABOR |
|--|-------------|-------------|
| HP-603, HP-605, LX-7, LX-17 (in-home service) | 10 Years | 10 Years |
| Home pianos not specifically listed above (in-home service), Classic keyboards, and BOSS compact and Twin pedals | 5 Years | 2 Years |
| Stage pianos and amps | 3 Years | 2 Years |
| All other Roland and BOSS products | 1 Year | 90 Days |
| All Roland and BOSS accessories: AC adapters, footswitches, headsets, clamps, etc. | 90 Days | 90 Days |

Terms and Conditions

THIS LIMITED WARRANTY APPLIES ONLY TO ROLAND AND BOSS PRODUCTS PURCHASED IN THE UNITED STATES OF AMERICA.

Roland Corporation U.S. warrants to the first consumer only of a covered product purchased from an authorized Roland dealer in the U.S. that this product will be free from defects in materials and/or workmanship from the date of purchase until the period of time indicated for this product on the chart accompanying this Limited Warranty. Please register this product online at www.RolandUS.com/backstage to establish the date of purchase (NOT A REQUIREMENT FOR WARRANTY SERVICE).

To exercise your rights under this Warranty as a purchaser, you must ship this product in appropriate packaging at your expense (insurance is recommended), together with proof of purchase, to Roland Corporation U.S., or to such other address as may be instructed by Roland Corporation U.S. (This shipping requirement shall not apply to those Roland products covered by in-home warranties). You should submit a [new service request](#) to obtain a Return Authorization number for the returned product. Any products shipped to Roland Corporation U.S. without a Return Authorization number shall be refused.

Roland Corporation U.S. will repair or replace this product at its sole option at no charge to you for parts or for labor within the warranty period; provided, however, that Roland Corporation U.S. reserves the right to determine whether the product is “defective” for purposes of this Limited Warranty. This Warranty does not apply to damage to this product that occurred as a result of abuse or misuse, abnormal service or handling, battery leakage or failure, damage which may have been caused either directly or indirectly by another product, or if the product has been altered or modified in any way, or if the damage was caused by repairs or service provided or attempted by anyone other than Roland Corporation U.S. or a Roland Authorized Service Center.

IN NO EVENT SHALL ROLAND CORPORATION U.S. BE LIABLE FOR ANY INDIRECT, INCIDENTAL, COLLATERAL, EXEMPLARY, PUNITIVE, CONSEQUENTIAL OR SPECIAL DAMAGES OR LOSSES ARISING OUT OF YOUR PURCHASE OF PRODUCTS AND/OR OUT OF THIS WARRANTY, INCLUDING WITHOUT LIMITATION, LOSS OF USE, PROFITS, GOODWILL OR SAVINGS OR LOSS OF DATA, MUSIC, ELECTRONIC FILES, OR PROGRAMS THAT MAY HAVE BEEN STORED BY A USER OF THE PRODUCT EVEN IF ROLAND CORPORATION U.S. HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR CLAIMS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Where applicable, if you qualify as a “consumer” under the Magnuson-Moss Warranty Act, then you shall be entitled to any implied warranties allowed by law for the period of the Limited Warranty as set forth above. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. EXCEPT AS STATED ABOVE, THE FOREGOING WARRANTIES ARE IN LIEU OF

ALL OTHER CONDITIONS OR WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION, AN IMPLIED CONDITION OR WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND OF ANY OTHER WARRANTY OBLIGATION ON THE PART OF ROLAND CORPORATION U.S. ROLAND CORPORATION U.S. DOES NOT ASSUME OR AUTHORIZE ASSUMPTION OF LIABILITY FOR IT OR ANY OTHER WARRANTY, EITHER EXPRESS OR IMPLIED. This Limited Warranty gives U.S. purchasers specific legal rights, and you may also have other rights which vary from State to State.

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