

Washburn Warranty Information

Washburn instruments are warranted to be free from defective materials and craftsmanship from date of purchase to the original purchaser when purchased from an authorized Washburn dealer. This is a limited lifetime warranty, which is not transferable. Washburn International will repair or replace, at its option, any Washburn instrument or part thereof which is found by Washburn to be defective. The customer pays transportation cost to and from Washburn or any Washburn Authorized Service Center. Electronic controls are covered for a period of one year. Washburn reserves the right to use materials readily available at the time of the repair. Warranty service requires a copy of the Proof of Purchase (sales receipt) to be presented at time of service request.

What is covered against manufacturing defects

Parts and Labor to correct any defect in materials used and any defect attributable to workmanship.

What is not covered

- * Instruments that have been modified after original shipment from the Washburn factory.
- * Instruments whose serial numbers have been altered or removed.
- * Instruments that have been subjected to extreme humidity or temperature conditions.
- * Instruments that have been damaged due to misuse, neglect, or accident.
- * Normal wear and tear to serviceable parts such as strings, tuning machines, electronic controls and frets.
- * Instruments that have been purchased from an unauthorized Washburn dealer.
- * Warranty claims by anyone other than the original purchaser.
- * Freight charges to and from the factory or authorized service center for customer owned goods.
- * Any and all charges incurred from priority service requests (Rush Service) or priority shipping for replacement parts.
- * Any and all charges if no problem is found

Washburn is not responsible for any items left in gig bags or cases. We strongly advise that all personal items, picks, sheet music, cords, cables, tuners, etc. should be removed. Any questions regarding factory service should be directed to the following location:

U.S. Music Corp.

444 E. Courtland St.

Mundelein, IL 60060

(847) 949-0444 ext. 5120