

Cooperstand® Lifetime Limited Warranty

Important: Please save your receipt!! - Your proof of original purchase may be required for warranty coverage.

Our commitment to product quality and the satisfaction of our customers:

Cooperstand®, a product of Cooperco피아 LLC warrants product to be free from manufacturing defects under normal use for the limited life as defined by product obsolescence or one (1) year period – whichever is longer from the date of retail purchase by the original end-user purchaser. If the product is determined to be defective within the warranty period, Cooperstand® will at its option, replace the defective part, or product free of charge. The Cooperstand® Lifetime Limited Warranty does not cover normal wear and tear, breakage caused from improper installation, incorrect operation, damage to the product resulting from unauthorized repair or alterations, wrong or careless use, accidents, misuse, abuse, or use outside the scope of its purposeful design and/or function.

Cooperstand products and string instrument finish compatibility:

Stringed instrument finish formulations vary greatly, and they can date back many years. Finishes on musical instruments could be influenced by exposure to temperature, humidity changes, moisture, direct heat, polishes, waxes, and other surface enhancers or treatments. Some surface treatments, polishes, waxes, or surface enhancers could cause an interaction between the instrument finish, and or materials used in our products which could result in damage to the instrument finish.

Cooperstand ® does not guarantee that our products are totally safe and compatible with every finish that has ever been used on instruments. However, in an on going effort to improve quality, the rubber and closed cell neoprene sponge materials used in the production of Cooperstand® products have been and continue to be, extensively tested, for compatibility with a large variety of finish materials including polyester, polyurethane, nitrocellulose lacquer, and some shellac based varnishes. We have found no problems when testing in our controlled settings.

Cooperco피아 LLC recommends that instruments are stored in the instruments case or in a controlled protective environment when not in use. Cooperstand®, Cooperco피아 LLC, its distributors and dealers assume no responsibility for the use of Cooperstand® products beyond the products specific intended design as an instrument accessory intended for incidental or temporary use.

The Cooperstand® Lifetime limited warranty is non-transferrable and may become invalid if the product is not used as outlined in the user's manual, or according to the provisions described herein, but not limited to:

- Damaged, broken, or not maintained as reasonable or necessary
- Modified, altered or used as part of any configuration not endorsed by Cooperstand®
- Used in conjunction with any parts not manufactured by Cooperstand®
- Abused, misused or used in a way other than it's design or intended purpose
- Used to cause incidental or consequential damage to personal property resulting from misuse or possible defects or incompatibility with this product

If after following the instructions in the user's manual you are certain that the product is defective, please contact our customer support department by email for further instruction at: cooperstandinfo@gmail.com

We do not plan to provide any additional application of material to our stands, and we do not recommend using any additional material applications on our products. This will interfere with the design of the stand and how the materials we used are meant to keep the instrument from slipping out of position when on the stand. A soft slippery cloth is "not" recommended for use on our stands.

Since our products were originally released to the market, in addition to polyester, polyurethane we have done significant testing on Nitro cellulose lacquer. This is the most common finish found on vintage instruments and newer made instruments in the upper tier price range. As you can see from the list of just some of the instruments tested, we have paid close attention to this because people are very weary of putting expensive older instruments on different surfaces. All of our testing has been sufficient and successful.

Though there have been many more instruments reviewed, here is a list of just a few of the different instruments we have tested over the last several months during the development of this product. Be aware this list does not represent a guarantee of any kind, but is only meant to show examples of a wide spectrum of instruments and finishes we have tested:

1963 Martin D-18-->Nitro Cellulose Lacquer, 1962 Fender Telecaster-->Nitro Cellulose Lacquer, 1928 Gibson H-1 Mandola-->Nitro Cellulose Lacquer, 2009 Northfield Master Model F Mandolin-->Shellac based Spirit Varnish, 2010 Voyage Air Acoustic Dreadnaught-->Polyurethane Gloss finish, 2006 Takamine Mahogany NECK-->Satin style, open pore, polyurethane
2008 Epiphone Melody Maker-->High Gloss Polyester, 1995 Takamine FP360SC Dreadnaught--> Polyurethane Gloss finish, 1997 Taylor 815-C Jumbo --> UV Polyurethane High Gloss finish
1964 Gibson EM 150 A model Mandolin --> Nitro Cellulose Lacquer, 2007 Oscar Schmidt Ukulele OU-3--> Polyurethane High Gloss finish, 1984 Yamaha BB3000s Bass--> Polyurethane High Gloss finish, 1994 Takamine Dreadnaught EF-349--> Polyurethane High Gloss finish, 2005 Taylor 305-M "Baby"--> Varnish, 1985 Cooper – DLC Custom "only 1 produced"--> Nitro Cellulose Lacquer, 2000 A. Schroetter model AS-v060 Violin--> Varnish, 2-1940's Gibson LG-2's --> Nitro Cellulose Lacquer, 2005 Fender American Deluxe Stratocaster --> Nitro Cellulose Lacquer

No tests on these instruments, or parts, or any others tested have revealed any negative reactions. The testing time on these instruments was long term, and in some cases was conducted over a period of weeks or even months.

"Regardless of the results of our testing, there is no way that any manufacturer can guarantee 100% that there will never be a reaction to a product."

In our experience, an open-pore, satin low gloss finish can be most susceptible to tarnishing and pollution/reaction can occur when exposed to various types of organic and natural or synthetic materials, such as leather or vinyl used on straps, different types of textile components like nylon/rayon/ EVA foam all commonly used in carrying cases, and plastics and rubbers found in everything from hardware components to surface coating on accessory products. **A negative reaction is not guaranteed**, however, it is just more possible on open-pore surfaces, and less likely on closed pour gloss finishes.

An open pore finish is typically used on the most inexpensive instruments made for a product line/brand, typically combined with a Sapele veneer or entry level solid wood guitar or ukulele. It is not the most common finish used, not by a large margin. High Gloss finishing is used much more often. This type of finishing is featured on the majority of instruments and can be made of many different types of chemical compositions such as polyurethane, polyester, nitrocellulose lacquer, and shellac based varnishes.

Ultimately, it is our conclusion that it is the decision of the instrument owner as to how he cares for his instrument. We recommend that an instrument be stored in a suitable case when not in use and that no stand of any kind should be used for long periods of time or anything other than temporary use.

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