



12 Month Repair and Replacement Guarantee

We are so confident of the quality of our instruments, should this instrument develop any malfunction within 12 months of purchase due to faulty materials or manufacture, we will repair or replace it for you absolutely free.

Should you experience any problems with your instrument please email us for advice. Your 12 Month Guarantee naturally does not cover misuse or negligent handling, and excludes any breakages due to excessive force or accident, and normal wear and tear.

In Australia, this guarantee is additional to the conditions and guarantees which are mandatory as implied under the Trade Practices Act 1974 and State and Territory legislation.

Should your instrument require repair or service, either during or after the guarantee period, return it to us and we will have one of our qualified instrument technicians take a look at it.

Please ensure your instrument is packaged well, with plenty of bubble-wrap to protect it, as we cannot be responsible for any damage incurred in shipment. We recommend taking out insurance when sending to cover any loss or damage that might occur in transit.

We will examine the instrument promptly and determine whether replacement or repair is the appropriate course.

We understand that timely repair of an instrument is vital and we try and turn around all repairs in a one week timeframe. Sometimes however, we may need to order a part to bring your instrument up to specification and this may mean an additional delay.

Guarantee Conditions.

The products sold by us are produced with the greatest possible care using high-quality components and are checked before being delivered. Therefore, as the seller, we give a guarantee of durability according to the following terms:

1. We guarantee that there will be no defects in the instrument or accessories based on defective material or manufacturing. It covers normal domestic use (excluding being hired to any person or group of persons) for a period of 12 months from the date of shipment (guarantee period).

2. This Guarantee does not apply to an instrument where the defect is caused by normal wear and tear, as well as defects resulting from improper use or use contrary to normal usage, accidental damage, breakages, misuse, failure to observe normal operating procedures, damage caused by insufficient maintenance and care, or damage caused by modifications, plating, lacquer, paint and other cosmetic factors, interventions or attempted repairs that are neither carried out, nor authorized by us.

3. If a defect covered by the guarantee arises during the guarantee period, we shall rectify such defect within a reasonable period, at our discretion, by repairing or replacing the instrument or the defective part.

4. For the purpose of rectifying a defect covered by the guarantee, the instrument shall be sent to us, and will be returned to the buyer, at the expense and risk of the buyer.

5. No claims may be derived from this guarantee, other than claims for rectification of any defects falling within the scope hereof, in accordance with these terms.

6. Our obligation under this guarantee is subject to the condition that the buyer gives his/her express consent to them by signing and sending the guarantee card attached to this form within 7 days of delivery, indicating the model number, any serial number and the date on which the product was shipped.

7. The buyer may not assign claims under this guarantee to any third parties. If the item is sold or transferred to another person or entity this guarantee will cease immediately upon transfer.

8. In the event of an instrument being replaced or repaired during the guarantee period, the guarantee on the replacement or repaired instrument or accessory will expire at the original expiry date i.e. 12 months from the original shipment date.

9. Buyers should allow at least two weeks if repairs are required. If a replacement is offered delivery is subject to stock availability.

10. Consumable items, cases, zippers, case latches, straps, reeds, cleaning cloths, gloves, pads, cleaning rods and other small accessories are excluded from this guarantee. Aesthetic defects such as lacquer or plating scratching or peeling are also excluded.

11. If an instrument is purchased from eBay or any other on-line auction house that allows for buyer/seller feedback to be left then this guarantee shall only be valid if feedback has been left by the buyer within 7 days of delivery.

12. Nothing contained in this Guarantee is intended to purport to restrict, modify or exclude the operation of any of the provisions contained in Part V of the Trade Practices Act 1974 (amended) or any similar or substituted enactment.

13. Instruments returned for repair under this guarantee must be sent postage paid to our address shown on the return card (opposite). All risk of loss and damage during shipment is at the risk of the buyer. We recommend the buyer obtains insurance cover when sending.

14. When returning an instrument for repair under this guarantee please enclose a money order for the amount shown on the reverse of the return card (opposite) for return postage and handling. If an instrument is returned for repair without the postage and handling included, no work shall be commenced until the relevant fee is received.

15. Instruments shipped back to the buyer under the terms of this guarantee are not covered by insurance and all risk is at the risk of the buyer. In the event of loss and/or damage the buyer shall be responsible for following up with Australia Post or the relevant carrier.

IMPORTANT

PLEASE ENCLOSE A MONEY ORDER FOR RETURN SHIPPING AND HANDLING AS FOLLOWS:

Piccolos	\$15.00
Flutes	\$20.00
Clarinets	\$20.00
Trumpets	\$30.00
Saxes	\$35.00
French Horns	\$65.00

Money orders can be obtained from any Post Office.

Please make money orders payable to studeninstruments.

Overseas customers should use PayPal to pay the above amounts. Please remit to: payments@studentinstruments.com.au

IMPORTANT

PLEASE NOTE THAT IF A PROBLEM OR DEFECT IS NOT COVERED BY THIS WARRANTY WE WILL EMAIL YOU TO ASK WHETHER YOU WOULD LIKE US TO GET A QUOTE ON RECTIFYING THE PROBLEM. ALL CHARGES MUST BE PAID IN FULL PRIOR TO RETURN OF THE INSTRUMENT.

IMPORTANT

PLEASE ENCLOSE THIS RETURN CARD WITH YOUR INSTRUMENT AND ENSURE YOU HAVE COMPLETED ALL DETAILS. THANK YOU.

Instrument details

Instrument:

Model:

Purchase Date:

Details of problem:

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Customer details

Name:

Street:.....

Town:

State:

I agree to be bound by the terms and conditions of this Guarantee as defined in the attached Guarantee Conditions and Return Card.

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Signed Date