



ROCKSURE: EXTENDED WARRANTY



www.rockshop.co.nz

MUSICAL INSTRUMENT WARRANTY

This Warranty is underwritten by Contractors Bonding Limited ("CBL") and is offered by the NZ Rockshop Group. The limits, terms definitions and conditions cannot be altered except by the express written agreement of CBL.

COVER PROVIDED:

You have a warranty for twelve months from the date of purchase on all NEW equipment. By payment of an additional 10% of the purchase price (plus gst) the warranty is extended by an additional two years. This gives you a total of 3 years.

Keep your Receipt / Sales Invoice with this document as it must be produced when making any claim.

Subject to the terms and conditions of this warranty, cover is provided for all necessary repairs in the event that the equipment malfunctions during the warranty period and is attributable to faulty workmanship by the manufacturer, or to faulty materials used in the manufacture of the equipment, unless the cause is excluded.

The Company may, at its sole option:

- a) repair the equipment to a working condition the same, but not upgraded or augmented, as the condition at date of purchase
- b) replace the equipment with the same model or, in the event this is not practicable, with a model substantially the same, but not better, than the model at the date of purchase

Equipment used for private or commercial purposes are covered with the exception of those used as rental instruments.

This Warranty is not transferable to any other party. This warranty is not renewable.

The maximum amount payable for any claim, and in the aggregate period of the warranty, is the original purchase price of the item for which the warranty applies.

WHAT IS NOT COVERED:

1. Damage as a result of:
 - Normal wear and tear - including, but not limited to: cosmetic faults, paint or product finish, change in tonal characteristics;
 - Equipment in transit or by being dropped;
 - Interference, voltage fluctuation or power surge from an external source; faults in any wiring or electrical connection which is not a part of, or related to, the equipment; non-compatibility of ancillary equipment;
 - Misuse, neglect, negligence, wilful act, liquid spill, battery leakage, corrosion, mould, accident or "act of god"; operation other than in accordance with the operating instructions; incorrect setting of the controls
 - Damage due to temperature or humidity;
 - Alteration or modification in any way including – but not limited to – tampering, or removal, of the serial number and / or warranty labels. In these instances the Warranty ceases to be binding and no refund will be made to the client;
 - Improper or incorrect installation; unauthorised adjustment, repair or service work of any kind;
2. Routine maintenance, cleaning, lubrication, adjustments or alignments to the product, batteries internal or external, consumable parts;
3. Shipping / delivery / removal / installation costs and / or service calls associated with the repair: Goods are subject to a "return to base" warranty. That is, they are to be returned to the nearest Rockshop branch. The customer is liable for all freight charges unless otherwise agreed in writing;
4. Consequential loss of any kind, direct, consequential or incidental, including – but not limited to – damage arising to any other products that may have been connected; revenues (loss of income) generated by the use of the product; inconvenience; costs incurred by the client while the goods are being inspected / repaired or inability to use the product to the extent that such may be disclaimed by law;
5. Any support relating to user error; reformatting or recovery of data; replacement software, drivers or any resultant damage;
6. Manufacturers defects which involve recall, replacement or repair of all products in a model range.

NOTE: Goods found not to have faults as detailed in any warranty claim, or the fault is outside the terms of coverage of this warranty, will incur the normal service fee and applicable freight charges.

EXCESS:

An excess of \$75 applies to each and every claim. A claim must relate to one specific event.

CLAIMS:

Before making a claim, ensure the equipment is correctly installed and there are no obvious problems that can be solved by reference to the manufacturer's instructions.

In the event of failure, breakage or malfunction the instrument must be returned to the Rockshop for assessment and potential service / repair. The Rockshop will - at its discretion - either repair or replace the faulty parts, subject to the limitations noted above. If the claim is not approved you will be informed prior to repairs being undertaken.

The client will supply the following information:

- Full name, address and phone number, mobile and email as appropriate
- A copy of the original sales invoice / receipt: this is precedent to any coverage
- An accurate and detailed fault description including any relevant installation or environmental influences.

Conditions:

Spare parts: If, during service of the equipment, replacement parts that may be required are found to be unobtainable from normal trade sources, the Warranty may be terminated on written notice to the client who shall be entitled to a pro-rata refund, less administration fee of any premium for the unexpired portion of the term of the Warranty.

The Company or authorised agents does not accept any responsibility for delays caused by the failure of any supplier to supply parts although every effort will be made to minimise delays. The Company can not be held liable for express delivery costs including, but not limited to, air freight.

Time of Service: All repair and service work is carried out during normal business hours, excluding week-ends and public holidays. The Company, or its agents, reserve the right to remove the equipment to its Service Centre in Auckland for repair or test if it is deemed necessary.

Loan Equipment: In undertaking to service the equipment, the Company is in no way obliged to replace the equipment with any loan or substitute.

Risk: All risk in the equipment remains with the client at all times. The Company, and its agents, will take reasonable care, skill and judgement in servicing and / or repairing the equipment but accepts no responsibility for theft, loss, damage or consequential losses (as outlined above) occurring to the equipment arising from the service carried out. The Rockshop standard "Service Agreement" Terms and Conditions apply.

CARE:

You have a responsibility to maintain your instrument in good condition. It is advised that the equipment be operated and maintained in accordance with the Manufacturer's specified instructions.

CANCELLATION:

In the event of discovery of fraud or misrepresentation of the material facts in the issue of this contract or presentation of a claim, we reserve the right to cancel this contract at any time. Cancellation shall be effected by the posting of a cancellation notice by CBL to you at your last known address. This cancellation notice shall be effective 7 days after the posting of the notice, at 4pm. Upon termination CBL shall not be liable for any refund of the warranty fee.