Bromo Guitars Limited Warranty

At Bromo Guitars, we stand behind the quality of our instruments. This warranty, valid for the original purchaser only, ensures that your Bromo instrument will be free from defects in materials and craftsmanship under normal use for one year from the date of purchase. Please review the details below for complete warranty coverage and exclusions.

1. Scope of Warranty: Bromo Guitars guarantees that your instrument will be free from defects in materials and workmanship under normal usage for one year from the date of purchase. This warranty applies exclusively to the original purchaser and is non-transferable. Additionally, it covers all Bromo pickups and pickup systems purchased separately, as long as they are used under normal conditions.

Once the instrument is transferred to another party, the warranty becomes void. Any implied warranties, such as those related to merchantability or fitness for a particular purpose, are also discontinued once ownership changes.

2. Exclusions to Warranty Coverage: Certain conditions and types of damage are not covered by this warranty. These include:

- **Wear and Tear**: Components subject to regular use, including frets, strings, nuts, saddles, batteries, jacks, switches, tuning devices, pickguards, and the instrument's finish.
- **Environmental Damage**: Damage from extreme humidity, heat, cold, moisture, sunlight, or other environmental conditions.
- **Improper Maintenance or Modifications**: Damage caused by unauthorized modifications, improper care, or repairs performed by unqualified individuals.
- **Accidents and Negligence**: Damage due to misuse, accidents, neglect, or external impacts.
- **Aesthetic Preferences**: Issues like tonal qualities, wood appearance, or other subjective preferences are not covered.
- **Body Contact Damage**: Damage caused by exposure to body salts, acids, straps, stands, or hangers.
- **Non-Bromo Electrical Components**: Any electrical parts not manufactured by Bromo.
- **Routine Maintenance**: Adjustments, setups, and standard maintenance are excluded from warranty coverage.
- **Altered Instruments**: Any instrument with an altered or missing serial number, or which has been modified in any way.

3. Limitations of Liability: Under this warranty, Bromo's obligation is limited to repairing or replacing defective parts. We are not liable for any indirect, incidental, or consequential damages, such as lost time, wages, or property damage. Additionally, Bromo reserves the right to update or modify the design of instruments and parts without the obligation to retrofit or repair older models. While repairs may result in visible changes to the instrument, these will not affect its functionality.

Shipping damages, accidental damage, unauthorized repairs, and misuse are not covered by this warranty. This

warranty supersedes all other warranties, whether express or implied, and excludes any implied warranties of merchantability or fitness for a particular purpose.

4. No Additional Warranties: This Limited Warranty is the sole warranty provided by Bromo Guitars. It replaces any other representations, statements, or warranties made by our salespeople, dealers, or employees. No additional warranties or promises are valid unless explicitly stated within this document.

5. Filing a Warranty Claim: To initiate a warranty claim, follow these steps:

1) **Contact Your Dealer**: Reach out to the original dealer where you purchased your Bromo instrument to begin the warranty process. Do not send the instrument to Bromo directly without prior approval.
2) **Provide Proof of Purchase**: You will need to provide proof of your original purchase (e.g., a sales receipt or invoice) to validate the warranty claim.
3) **Shipping and Insurance**: As the original purchaser, you are responsible for the cost of shipping and insurance when sending the instrument to the authorized dealer for inspection or repair.
4) **Repair or Replacement**: If the issue is covered by the warranty, the original dealer where you purchased your Bromo instrument will coordinate the repair or replacement of the instrument free of charge. If the issue is not covered, the instrument will be returned to you, and you will be responsible for all associated costs.

6. Shipping and Insurance Responsibilities

- **Shipping Costs**: You are responsible for all costs related to shipping and insurance when returning the instrument to an authorized dealer.
- **Risk During Shipping**: Bromo Guitars does not assume liability for any damage, loss, or theft that may occur during transit.

7. Liability During the Repair Process: If your instrument is lost or severely damaged during the repair process, Bromo's liability is limited to providing a replacement of equal or comparable value. If the damage is repairable, we will cover the cost of repair, but no additional compensation will be provided.

8. Dispute Resolution: In the event of a dispute, both parties agree to first attempt to resolve the issue through amicable negotiation for a period of 60 days from the date the dispute is raised. After all reasonable efforts to resolve the matter through negotiation have been exhausted, the dispute shall be resolved by binding arbitration administered by an arbitration institution mutually agreed upon by both parties, in accordance with its rules. The location of the arbitration shall also be mutually agreed upon by both parties. If the parties cannot agree on the arbitration institution or location within 30 days of the dispute arising, either party may request the appointment of an arbitrator or the location from the Hong Kong International Arbitration Centre (HKIAC). The arbitration shall be conducted by a single arbitrator, and the language of the arbitration shall be English. The decision of the arbitrator shall be final and binding on both parties, and judgment upon the award may be entered in any court having jurisdiction.

For any questions or further clarification on the warranty terms, please contact your original Bromo dealer. Thank you for choosing Bromo Guitars!