

# KRUTZ Strings Limited Lifetime Warranty

This warranty is valid only to the original owner of a KRUTZ Strings product which is purchased from KRUTZ Strings or an authorized KRUTZ Strings dealer located in the United States

The terms and conditions listed here govern all warranty claims for KRUTZ Strings products, covering all instruments, bows, and cases manufactured and distributed by KRUTZ Strings. KRUTZ Strings warrants its instruments to be free of material or construction defects for the product's lifetime. Bows and cases are warranted to be free of material or construction defects for one year from the date of the invoice. Limitations and restrictions for these warranties are listed below.

Under the terms stated here, KRUTZ Strings will, at its option, repair or replace any product found defective in material or construction. KRUTZ Strings liability is limited to the repair and replacement of defective items, and is the only determiner of warranty eligibility. To be eligible for warranty coverage, the original purchaser must present the defective item with its original sales receipt to the authorized dealer from which it was purchased. The dealer will then make all arrangements with KRUTZ Strings for the defective item's repair or replacement, pending warranty eligibility. KRUTZ Strings holds the right to make changes to the warranty, although the policy in place at time of purchase will be honored.

## **A limited lifetime warranty applies only to the original purchaser of a KRUTZ Strings Instrument:**

- Strings are not covered by warranty.
- Pegs, chinrests, endpins and tailpieces are covered by a limited one-year warranty.
- Bridges are covered by a limited three-month warranty.
- Damage caused by neglect or misuse is not covered, including exposure to excessive heat, cold, dryness, or moisture: See below for details.
- Normal wear caused by normal use is not covered by warranty.
- Instrument adjustments are not covered by warranty.
- Warranty is void if customer or unauthorized repairperson preforms any repair, attempted or completed.
- Warrantable repairs, including parts replacements, may be visible upon completion. Once KRUTZ Strings completes a warrantable repair it will be considered that the warrantable issue is resolved, and its warranty obligations fully satisfied for that repair.
- KRUTZ Strings assumes no responsibility for the effect of any such warrantable repairs on the resale value of the instrument. The future value of the instrument may be negatively influenced by many variables and is not covered, in any way, by this Limited Warranty.

- All shipping and insurance costs and arrangements for purposes of seeking and/or obtaining a warrantable repair under this Limited Warranty shall be borne by the original owner of the instrument and are the original owner's sole responsibility. All shipping liability is on the original owner of the instrument, who is strongly encouraged to take all necessary actions to procure sufficient insurance to cover damage and/or destruction of and/or theft and/or misplacement of the instrument before and after the shipping of the instrument to KRUTZ Strings.
- Damage to the finish resulting from exposure to various substances including, but not limited to, cleaning solvents, alcohol, perfumes, hand or body lotions, cosmetics, insect repellent, silicone products, perspiration and other external substances is not covered in this limited warranty.
- KRUTZ Strings liability, solely in the case of irreparable damage to the instrument, shall be limited to replacement of the instrument with a new instrument of the same or most similar available current style.

Seam openings are a common, natural occurrence and are not considered a defect. KRUTZ Strings uses only natural hide glue which ensure that seasonal swelling and shrinking of the wood will result in simple seam openings rather than damaging cracks in the instrument's face. Maintaining a 40-70% humidity level and a consistent human-comfortable temperature of 65 - 80 degrees are the best ways to avoid seam openings and cracks; exposure to conditions outside these specified constitutes neglect. Cracks in wood and other damage caused by exposure to humidity or temperature beyond the recommended ranges are not covered by this warranty. If KRUTZ Strings determines that the warranty work should be performed KRUTZ Strings will then issue a return authorization number, which must accompany the instrument as part of the original owner's delivering and/or shipping responsibilities regarding the instrument.

**A one-year limited warranty applies only to the original purchaser of a KRUTZ Strings Bow:**

- Hair itself is not covered by the warranty, only its installation (ex: original hair falling out is covered; original hair breakage is not) for up to six months.
- Damage caused by neglect or misuse is not covered by warranty.
- Normal wear or damage caused by normal use is not covered by warranty.
- Warranty is void if customer or unauthorized repairperson performs any repair, attempted or completed
- Under normal use, tip plates are covered by warranty for up to one year or the first re-hair, whichever comes first.
- Warpage of bows is not covered by warranty under any circumstance.

**A one-year limited warranty applies only to the original purchaser of a KRUTZ Strings Case:**

- Damage caused by neglect or misuse is not covered by warranty
- Normal wear or damage caused by normal use is not covered by warranty.

- This or any KRUTZ Strings warranty does not cover instruments, bows, and personal property stored inside case.

## **Krutz Strings**

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