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<b>Accordions</b>		
Hohner Accordions	90 Days	Send to Manufacturer
<b>Band Instruments &amp; Accessories</b>		
Eldon	1 Year Limited	Send To Manufacturer
Lauren	*Limited Lifetime	Band and Orchestra Instruments only
Cases - MBT Cases	*Limited Lifetime	
Stands - Adam	1 Year	
Stands - Stageline	1 Year	
Stands - Hercules	Ltd Lifetime	No Plating, Rubber
Stands - K & M	3 Years	
<b>Drums</b>		
Cymbals- Sabian	1 Year	Send to Manufacturer
Cymbals- Sabian HH / HHX	2 Years	Send to Manufacturer
Cymbals- Sabian Solar	6 Months	Send to Manufacturer
Drum Sets- Heads- Remo	No Warranty	Send To Factory
D-Drum Drums	*Limited Lifetime	
DW Hardware	5 Years	All moving parts are covered for a period of 6 months. Warranty is from date of purchase.
LP Latin Percussion & Matador heads	3 Years	Bags / cases 90 days No heads
LP other brands	2 Years	No heads
LP all other products	1 Year	
Percussion Plus	1 Year	
PDP Drums	1 Year	Warranty is from date of purchase.
PDP Hardware	1 Year	Warranty is from date of purchase.
<b>Electronics</b>		
Amps - Danelectro	1 Year	No Speakers
Amps - Pignose	1 Year	Send To Manufacturer
Amps - RMS	1 Year	No Speakers
BBE Sound	5 Year Limited	
Cables - Fender	1 Year Limited	
Cables - Hosa	Limited Lifetime	Cables only, other products 1 year
Cables - Monster	Lifetime	
Cables - Planet Waves	Lifetime	
Cables - RMS	*Limited Lifetime	
Effects - Signal Flex	1 Year	
EZ Dupe	3 Year Limited	Parts and Labor
Gemini / I-Key / Cortex	1 Year	90 days on CD lasers
Groove Tubes	180 Days	Preamp tubes
Groove Tubes	90 Days	Power tubes
Mics - AKG	2 Years	
Mics - Audio Technica	1 Year	
Mics - Sennheiser	1 Year	Send To Manufacturer
Mics - Shure	1 Year	
Mics - Telex	1 Year	Send To Manufacturer
Mics - Telex Pro Star	1 Year	Send To Manufacturer
Mics - Telex R10 / B10 only	Ltd Lifetime	Send To Manufacturer
Nady	1 Year	90 Days on DKW Series
Odyssey	Limited Lifetime	90 Days on Stands
Pedals - Boss	1 Year	Send to Manufacturer
Pedals - Danelectro	1 Year	
Pedals - Dunlop	1 Year	Send To Manufacturer
Pedals - Visual Sound	1 Year	Send To Manufacturer
Pickups - Barcus-Berry	1 Year	
Pickups - Dean Markley	5 Years	Send To Manufacturer
Pickups - Fender	1 Year Limited	
Pickups - Fishman	90 Days	Send To Manufacturer
Pickups - Shadow	1 Year	
Pigtronix	1 Year Limited	Parts and Workmanship
Rack Cases - SKB	3 Years	Call SKB if in Doubt
Tascam	1 Year	

PRODUCT	WARRANTY	COMMENTS
Voco Pro	1 Year	Parts and Labor
<b>Guitar Accessories</b>		
Cases - MBT Cases	*Limited Lifetime	
Cases - SKB	Ltd Lifetime	Consumer call SKB
Cases - TKL	Ltd Lifetime	Consumer call TKL
Fender	1 Year Limited	
Stands - Hercules	Ltd Lifetime	No Plating, Rubber, Guitars
Stands - Stageline	1 Year	
Stands - Ultra (KMD)	Ltd Lifetime (1999)	No Plating / Rubber / Guitars
<b>Guitars</b>		
Amigo	*Limited Lifetime	
Arbor	*Limited Lifetime	Electronics components, tuning machines, and case hardware - 1 year
Dean	*Limited Lifetime	
J. Reynolds	*Limited Lifetime	Electronics components, tuning machines, and case hardware - 1 year
J.B. Player	*Limited Lifetime	Electronics components, tuning machines, and case hardware - 1 year
Lauren	1 Year	
Luna	*Limited Lifetime	
Starcaster by Fender	1 Year	
<b>Harmonicas</b>		
Chicago Blues Harmonicas	1 Year	
Hohner Harmonicas	Time of Purchase	MUST Go to Factory
Lee Oskar Harmonicas	Time of Purchase	MUST Go to Factory
<b>Lighting &amp; Accessories</b>		
MBT Lighting	1 Year Limited	Unless noted with 90 day warranty
<b>Music Stands</b>		
Hamilton	1 Year	No Plating
Hercules	Ltd Lifetime	No Plating, Rubber
K & M	3 Years	
Manhasset	1 Year	No Plating
Stageline	1 Year	
<b>Piano Lamps</b>		
Mighty Bright	1 Year	Send to Manufacturer
Wireless Wonder	90 Days	No Bulbs
<b>String Instruments &amp; Accessories</b>		
Barcus-Berry Violins	1 Year	
Cases	90 Days	No Finish, Zippers, etc.
Engelhardt	2 Years	No Finish
Lauren Violins	*Limited Lifetime	
Strings, All Kinds	No Warranty	Send to Factory
<b>Tuners &amp; Metronomes</b>		
Barcus-Berry	1 Year	
Cherub	2 Year	Batteries not Included
Franz	1 Year	MUST Go To Factory
Intellitouch	2 Years	Send to Manufacturer
Korg	1 Year	Send to Manufacturer
Matrix / Signal Flex	90 Days	
QwikTune	1 Year	Send to Manufacturer
Seiko	1 Year	
Wittner	1 Year	
Yamaha	1 Year	Send to Manufacturer

**\* Limited Lifetime Warranty Statement:**

These products are warranted against defects in workmanship and materials for as long as they are owned by the original retail purchaser. Electronic components, tuning machines, and case hardware are warranted for a period of one (1) year from the date of original purchase. Repair service of defects covered by this warranty can be performed only at an authorized service center as designated by the manufacturer. This warranty is null and void if this product has been tampered with, damaged by accident, neglected, or misused. We reserve the right to determine neglect. Defective products returned for repair or replacement must be shipped prepaid. We reserve the right to correct typographical errors. Terms of this warranty are subject to change.



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## Manufacturer Service Centers

A nationwide network of Manufacturer Warranty Service Centers is maintained to support the products we represent. Below is a list of these Service Centers and phone numbers. While we are always pleased to be of assistance, we advise you to call the Service Center directly to expedite a resolution.

*\*Per certain manufacturers' policies, defective goods must be returned directly to the manufacturer. We may not issue Return Merchandise Authorization for these particular goods.*

AKG Wireless .....	800-878-7571
Altman Stage Lighting.....	914-476-7987
Aquarian.....	714-632-0230
Atlas Sound.....	800-876-3333
Audio-Technica .....	330-686-2600
Balter Mallets, Mike.....	847-541-5777
*Boss (Roland).....	800-868-3737
Casio Keyboards .....	973-361-5400
*Community Professional Speakers .....	610-876-3400
Danelectro (Evetz Corp.).....	805-389-4605
Dunlop Corporation.....	800-722-3434
Eldon.....	210-661-6505
Evans .....	800-323-2746
*Fishman .....	800-347-4626
Gemini, Cortez, I-key (GCI Technologies Corp.).....	732-346-0061
Hohner Harmonicas .....	800-446-6010
Hosa Technology .....	800-255-7527
Intellitouch (On Board Research).....	972-446-9700
Jones Double Reeds .....	509-747-1224
Kratt Pitchpipes.....	908 709-8901
Korg.....	631-390-6500
Lee Oskar .....	425-844-9889
Manhasset .....	800-795-0965
Mighty Bright.....	800-922-3233
Monster Cables.....	415-840-2000
*Nady.....	510-652-2411
*Pignose.....	702-648-2444
Planet Waves .....	800-323-2746
*Pro-Co Sound.....	888-253-7360
Promark.....	800-822-1492
Radial Engineering .....	604-942-1001
Remo .....	661-294-5600
*Sabian.....	800-726-0125
Samson Technologies.....	800-328-2882
*Sennheiser.....	800-434-9190
Shure .....	800-257-4873
SKB.....	800-410-2024
Telex .....	402-467-5321
Times Square Lighting.....	845-947-3034
TKL .....	804-749-8300
Vic Firth.....	781-326-3455
Visual Sound.....	800-686-3317
Voco Pro.....	800-678-5348
Yamaha Corp. of America .....	714-522-9011

## RETURN POLICY

All Returns require a **RETURN AUTHORIZATION**. Return notification must be made within 10 days after shipment is first received. All returns for credit or refund must be made within 30 days of original purchase.

To process a return, please follow these easy steps:

1. Please call your sales representative and let them know you have a product that needs to be returned. Ask for a **RETURN AUTHORIZATION NUMBER**. The return authorization number will only apply to the products authorized. Returned products not associated with the return authorization number will not be processed.
2. Product must be returned in original packaging, making sure the product is in 100% resellable condition.
3. Please be sure product is securely packed inside exterior box to avoid shipping damage.
4. Defective goods will be repaired or exchanged as warranted. A detailed description of the defect is needed for all returned items to assist us in improving our products and service.

## DAMAGES, LOSSES & DISCREPANCIES

### DAMAGES & LOST PACKAGES

Occasionally packages may be lost or damaged during shipping due to circumstances outside of our control. If the package looks damaged or dented, refuse shipment; however, if merchandise has already been received or has been lost, contact our Customer Service Department immediately and we will report a claim. A replacement will be sent once the claim is processed.

### DISCREPANCIES

In case of a discrepancy with your order, please notify our Customer Service Department within 48 hours of receipt so that we may best resolve the issue.

## WARRANTIES / REPAIR

- Any item found defective after 10 days may be returned at your expense for repair or credit, at our discretion.
- We will honor all manufacturer warranties directly if reported within 10 days. Exceptions include mouthblown instruments and electronics which must be returned directly to the manufacturer for repair or replacement and unused store stock.
- See page 655 for a list of manufacturer and proprietary brand warranties. Please contact the Customer Service Department with any questions.

## CUSTOMER SERVICE 1-800-641-6931