

# Warranty for Ovation Guitars

Ovation Guitars instruments are known for their advanced design and the highest quality standards. In order to prolong your enjoyment of your instrument, we extend the warranty on our instruments to three years. This does not limit your statutory warranty rights with the dealer from whom you purchased the Ovation guitar.

## Terms and Warranty Coverage:

- A. Under this warranty, we guarantee that our product is free from any defects in materials and/or workmanship at the time of purchase.
- B. This warranty is applicable to all Ovation guitars and basses manufactured after January 1, 2020.
- C. As the manufacturer, we offer a minimum warranty of two years on these products, which can be extended to three years under certain conditions.<sup>1,2</sup>

## Warranty Claims:

- A. If your Ovation guitar has a defect, please contact the dealer from whom you purchased the instrument as soon as you become aware of the issue. Your dealer will then get in touch with us.
- B. If you do not have a dealer available:
- C. Please visit our website to find an authorized service partner near you or contact our support directly.
- D. You will then be informed about the further procedure.
- E. Please note that the warranty period does not extend after a repair or replacement. Only the time from the date of the purchase receipt applies.

## Exclusions from Warranty:

The warranty is excluded in the following cases:

- A. Failure to adhere to the specified storage, standing, or usage specifications.
- B. Damage caused by force majeure such as fire, water, or lightning strikes.
- C. There is no warranty coverage for wear and tear parts, including strings or mechanics.
- D. Damage caused by unauthorized third-party interference (e.g., repairs or opening of the guitar by others).
- E. Damage due to failure to follow cleaning and maintenance instructions.
- F. Technical defects resulting from the use of an unsuitable cable or external device.
- G. Alteration, manipulation, or false representation of the serial number.
- H. Please also note that exhibition, rental, or loaned instruments are only granted a minimum warranty period of two years.
- I. Incurred costs for transport, disassembly, or assembly are not eligible for reimbursement.

## Additional Information:

- A. The manufacturer reserves the right to replace the instrument with a comparable but at least equivalent instrument in the event of an exchange or replacement.

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<sup>1</sup> An extended warranty is only available in the countries listed below.

<sup>2</sup> You have to register your product with the manufacturer within six months.

B. In the case of an exchange, replacement, or repair of the instrument, the warranty period is not extended. The warranty remains valid until the expiration date determined from the purchase receipt.

**Extension of Warranty Period:**

For the mentioned guitars purchased from a dealer in one of the following countries, we extend the manufacturer's warranty to three years if you register the product on [www.ovationguitars.com](http://www.ovationguitars.com) within six months of purchase.

Countries eligible for the extended warranty:

Albania, Armenia, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Denmark, Canada, Germany, Estonia, Faroe Islands, Finland, France, Liechtenstein, Andorra, Greece, Iceland, Italy, Kosovo, Croatia, Latvia, Lithuania, Luxembourg, Malta, North Macedonia, Moldova, Monaco, Montenegro, Netherlands, Norway, Austria, Poland, Portugal, Reunion, Romania, St. Clotilde, San Marino, Sweden, Switzerland, Serbia, Slovakia, Slovenia, Spain, United States of America, Czech Republic, Hungary, Vatican.

For more information, please visit [www.ovationguitars.com](http://www.ovationguitars.com).