

## **Jasper Guitar Company<sup>®</sup> Limited Lifetime Warranty**

Jasper Guitar Company<sup>®</sup>, LLC warrants this Jasper brand instrument to be free from defects in materials and workmanship subject to the limitations stated herein.

This warranty is extended to the original retail purchaser of this instrument only and may not be transferred, assigned, or in any way extended to subsequent owners.

### **Limitations & Coverage**

This warranty does not cover:

- Any instrument not manufactured by and purchased directly from Jasper Guitar Company<sup>®</sup>, LLC within the United States
- Any instrument on which the serial number has been removed, altered, or otherwise tampered with
- Any instrument upon which unauthorized repair or service work has been carried out
- Damage to an instrument resulting from customization or modification post-purchase
- Any subjective or preference-based issues such as "tone"
- Normal wear and tear on any part of the instrument or case, including frets, saddle, nut, strings, battery, jacks, controls, switches, plated surfaces, tuning machines, pickguards, clasps, handles, latches, or case hardware
- Damage to any finishes, including checking, shrinking, sinking, or discoloration, or cracks, splitting, or warpage of wood due to: changes in temperature or humidity; exposure to or contact with sun, fire, moisture, or the body salts and acids of perspiration; guitar straps, hangers, or stands; chemicals or polishes
- Damage, corrosion, or rusting of any hardware components caused by humidity, salty air, or exposure to the moisture, body salts, and acids of perspiration
- Any other damage and deterioration due to normal usage, wear and tear, aging, accidents, neglect, abuse, or acts of nature

THIS LIMITED WARRANTY IS THE SOLE WARRANTY OF JASPER GUITAR COMPANY<sup>®</sup>, LLC WITH REGARD TO MUSICAL INSTRUMENTS ONLY AND IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PURPOSE.

JASPER GUITAR COMPANY<sup>®</sup>, LLC ASSUMES NO LIABILITY FOR PROPERTY DAMAGE RESULTING FROM FAILURE OF THIS PRODUCT NOR ANY LOSS OF INCOME, LOSS OF SATISFACTION, OR DAMAGES ARISING FROM THE LOSS OF USE OF SAME DUE TO DEFECTS OR AVAILABILITY OF SAME DURING SERVICE.

If at any time during this warranty, this guitar malfunctions or is found to be defective due to faulty materials or workmanship, Jasper Guitar Company<sup>®</sup>, LLC will, at its sole discretion, repair the defect or replace it with a guitar of like model, similar specification, and value no greater than the original purchase price. Jasper Guitar Company<sup>®</sup>, LLC reserves the exclusive right to make determination of such malfunctions or defects.

## **Service Claims**

To request warranty service, please fill out the form on our web page: [jasperguitarcompany.com/warranty-claims](http://jasperguitarcompany.com/warranty-claims). A representative will respond via the phone number provided to discuss the claim in further detail and to grant return authorization. NOTE: Claimants must be available to be contacted via a working phone number before return authorization can be granted.

The guitar must then be shipped, in its original case, including all original documentation and accessories, back to the Jasper factory, using an insured parcel carrier service. Shipped guitars must be packaged in their original box and packing materials or in a similarly secure and padded box. All shipping and insurance costs are the sole responsibility of the original purchaser.

Upon arrival at the Jasper factory, a thorough inspection of the guitar itself will be conducted to determine its defect, if any. If, during this investigation, a defect covered under the terms of this warranty is discovered, it will be repaired at no cost to the original purchaser. The cost of return shipping to the original purchaser, in such cases, will be covered only within the continental United States. If no defect covered under the terms of this warranty is found, an estimate of the cost to repair any discussed or indicated issues will be offered to the original purchaser.

**Effective date: March 15, 2024**

JASPER GUITAR COMPANY<sup>®</sup>, LLC

920.315.1778

[jasperguitarcompany.com](http://jasperguitarcompany.com)

