

Warranty Terms & Conditions

Is my guitar under warranty? How long, what specific parts?

Ibanez Electric Guitars and Basses Limited Warranty

Ibanez Electric Guitars and Basses sold in the United States are warranted by Hoshino USA. The following information is from the Hoshino warranty card. Please note that this information is only for Ibanez electric guitars and basses sold by authorized dealers in the United States.

Please return your completed Ibanez Warranty Card within 10 days of purchase to ensure proper owner registration of your guitar. This Ibanez Electric guitar ("Instrument") is warranted to be free from defects in materials and workmanship to the original owner, subject to all the following terms and conditions:

Warranty Time Period:

The Warranty provided herein is for a period of one (1) year from the date of the original retail purchase.

Warranty Coverage:

This Warranty is given by Hoshino (U.S.A.) Inc., 1726 Winchester Rd., Bensalem, Pennsylvania 19020 ("Hoshino") only to the original purchaser of this Instrument. Hoshino will repair or replace any part or parts of the Instrument which may prove defective under normal use and service during the one(1) year Warranty Time Period stated above (which Hoshino's examination shall disclose to its satisfaction to be thus defective. This Warranty does not apply unless you provide a copy of your original sales receipt.

This Warranty Does Not Cover:

This Warranty does not cover: (a) any non-factory-installed electrical/electronic components or tuning hardware; (b) damage or defects due to alteration, misuse, abuse, normal wear and tear, extremes of temperature or humidity or abnormal strain; (c) accidental or intentional damage; (d) damage

in shipping; (e) the repair or replacement of expendable maintenance items including, but not

limited to, strings, tuning machines, or scratched pickguards; (f) normal fret wear; (g) plating on metal parts; (h) cracking or other damage to the finish; (i) any damage from accessories

(synthetic straps, etc.); (j) an Instrument whose serial number has been defaced; (k) tonal characteristics (tone is a subjective matter and is not warranted); or (l) any Instrument purchased from other than an authorized Ibanez dealer.

To Obtain Warranty Service:

To obtain warranty service, the Instrument must be returned to Hoshino at its address listed above through an authorized Ibanez dealer. A return authorization number, to be obtained from Hoshino Customer Service Department, must be written in a conspicuous place on the outside of the return shipping carton or the return will be refused. When returning the Instrument for service under this Warranty, a copy of the sales receipt establishing proof and time of purchase must be sent along with the instrument. All freight and insurance must be prepaid by the original owner.

Your Responsibility:

You must maintain this instrument, without alteration, negligent use, misuse or abuse. All service of this Instrument must be performed by Hoshino. Any service performed on this instrument by other than Hoshino, or not specifically authorized by Hoshino, will terminate this Warranty.

Warranty Limitations and Disclaimers:

Hoshino's sole and exclusive responsibility shall be as provided under this Warranty and, **UNDER NO CIRCUMSTANCES, SHALL HOSHINO BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. THIS LIMITED WARRANTY IS YOUR EXCLUSIVE REMEDY AND IS MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED; ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY.** Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state. No person, whether or not an agent, is authorized to make or assume any obligations other than those stated in this warranty.

SAVE YOUR RECEIPT! Ibanez cannot perform any Warranty Service without a copy of your original sales receipt. The registration of this Ibanez Guitar is important as it will allow us to keep you apprised of any improvements and / or upgrades made after your purchase.

Ibanez Acoustic Guitar Warranty

Please return your completed Ibanez Acoustic Warranty Card within 10 days of purchase to ensure proper owner registration of your guitar. This Ibanez Acoustic or Acoustic-Electric guitar ("Instrument") is warranted to be free from defects in materials and workmanship to the original owner, subject to all the following terms and conditions:

Warranty Time Period:

The Warranty provided herein is for the lifetime of the original retail purchaser, except for any factory-installed electrical/electronic components or tuning hardware, the Warranty is for a period of one (1) year from the date of the original retail purchase.

Warranty Coverage:

This Warranty is given by Hoshino (U.S.A.) Inc., 1726 Winchester Rd., Bensalem, Pennsylvania 19020 ("Hoshino") only to the original purchaser of this Instrument. Hoshino will repair or replace any part or parts of the Instrument which may prove defective under normal use and service during the Warranty Time Period stated above (or, for factory-installed electrical/electronic components or tuning hardware, the one (1) year Warranty Time Period stated above) which Hoshino's examination shall disclose to its satisfaction to be thus defective. If replacement of your instrument is deemed necessary by Hoshino, Hoshino will replace the instrument with one of the same model or the most similar style of a value not in excess of the original purchase price of your instrument. This Warranty does not apply unless you provide a copy of your original sales receipt.

This Warranty Does Not Cover:

This Warranty does not cover: (a) any non-factory-installed electrical/electronic components or tuning hardware; (b) damage or defects due to alteration, misuse, abuse, normal wear and tear, extremes of temperature or humidity or abnormal strain; (c) accidental or intentional damage; (d) damage in shipping; (e) the repair or replacement of expendable maintenance items including, but not limited to, strings, tuning machines, or scratched pickguards; (f) normal fret wear; (g) plating on metal parts; (h) cracking or other damage to the finish; (i) any damage from accessories (synthetic straps, etc.); (j) guitars whose trademarks, name, or serial number have been altered or removed and any guitar that does not carry the brand name Ibanez. Guitars marked "by Ibanez" are not covered by this warranty. (k) tonal characteristics (tone is a subjective matter and is not warranted); or (l) any Instrument purchased from other than an authorized Ibanez dealer.

To Obtain Warranty Service:

To obtain warranty service, the Instrument must be returned to Hoshino at the address listed above through an authorized Ibanez dealer. A return authorization number, to be obtained from Hoshino Customer Service Department, must be written in a conspicuous place on the outside of the return shipping carton or the return will be refused. When returning the Instrument for service under this Warranty, a copy of the sales receipt establishing proof and time of purchase must be sent along with the instrument. All freight and insurance must be prepaid by the original owner.

Your Responsibility:

You must maintain this instrument, without alteration, negligent use, misuse or abuse. All service of this Instrument must be performed by Hoshino. Any service performed on this

instrument by other than Hoshino, or not specifically authorized by Hoshino, will terminate this Warranty.

Warranty Limitations and Disclaimers:

Hoshino's sole and exclusive responsibility shall be as provided under this Warranty and, UNDER NO CIRCUMSTANCES, SHALL HOSHINO BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. THIS LIMITED WARRANTY IS YOUR EXCLUSIVE REMEDY AND IS MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED; ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY. Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state. No person, whether or not an agent, is authorized to make or assume any obligations other than those stated in this warranty.

SAVE YOUR RECEIPT! Ibanez cannot perform any Warranty Service without a copy of your original sales receipt. The registration of this Ibanez Acoustic Guitar is important as it will allow us to keep you apprised of any improvements and / or upgrades made after your purchase.

Ibanez Amplifier Warranty

HOSHINO (U.S.A.), INC. ("Hoshino") warrant this Ibanez Amplification Product ("Product"), except as set forth below, to be free from defects in materials and workmanship for a warranty period of five years from the date of original retail purchase; except for the speakers, for which the warranty period is one year from the date of original retail purchase.

This Limited Warranty extends to the original retail purchaser of the Product and, if they have a copy of the original sales receipt showing the date of purchase and the identity of the seller, to any consumer-owner of the Product during the applicable Warranty Period.

This Limited Warranty is valid only in the United States and its Territories.

This Limited Warranty is valid only on Products purchased from an authorized Ibanez dealer within the United States or its Territories.

WHAT WE WILL DO.

If the Product is found to be defective in materials or workmanship during the applicable Warranty Period. Hoshino will repair or replace defective parts without charge for the parts and labor to repair or replace the defective parts. Parts used for replacement are warranted only for the remainder of the applicable Warranty Period.

WHAT YOU MUST DO FOR LIMITED WARRANTY SERVICE.

Return the Product and a copy of the original sales receipt for the Product to the authorized Ibanez dealer who sold the Product.

If you are unable to return the Product to the authorized Ibanez dealer who sold the Product, return the Product and a copy of the original sales receipt to any authorized Ibanez dealer.

If you are unable to return the Product to an authorized Ibanez dealer, box the Product carefully, preferably in the original carton or in an approved shipping carton; and then ship the Product, freight and insurance prepaid, to Hoshino. Enclose a copy of the original sales receipt plus a letter of explanation of the problem.

When returning the Product for service to Hoshino the dealer or you must do the following:

(a) obtain a return authorization number from the Hoshino Customer Service

Department; and

(b) write the return authorization number in a conspicuous place

on the outside of the return shipping carton.

The return will be refused if there is no return authorization number on the outside of the return shipping carton.

The owner of the Product must prepay all freight and insurance charges when returning the Product.

WHAT IS NOT COVERED.

This Limited Warranty does not cover any of the following:

(1) Any Product that was rented or leased before or after the original retail purchase of the Product;

(2) Any Ibanez ten-watt amplifiers;

(3) Any Product that Hoshino shipped before February 1, 2000;

(4) Any damage or defect in the Product due to accident, modification, tampering, negligence, misuse, abuse, neglect, alteration, normal wear, extremes of temperature or humidity, or abnormal strain;

(5) Any Product that was repaired or serviced by anyone other than a service facility authorized by Hoshino;

- (6) Any damage to the Product in shipping;
- (7) The plating on the metal parts of the Product;
- (8) Any Product whose serial number or model number has been altered, tampered with, removed or defaced;
- (9) Any tonal characteristics (tone is a subjective matter and is not warranted); or
- (10) Any Product purchased from other than an authorized Ibanez dealer.

LIMITED WARRANTY

LIMITATIONS AND DISCLAIMERS.

HOSHINO DISCLAIMS ALL

OTHER EXPRESS WARRANTIES. ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. HOSHINO SHALL NOT BE LIABLE FOR ANY LOSS OF USE OF THE PRODUCT, ANY INCONVENIENCE, ANY OTHER LOSS, ANY LOST PROFITS, OR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING IN WHOLE OR IN PART OUT OF OR IN CONNECTION WITH THIS LIMITED WARRANTY, OR THE BREACH OF THIS LIMITED WARRANTY, OR THE USE,

PERFORMANCE OR MAINTENANCE OF THIS PRODUCT.

Some states do not allow the exclusion of incidental or consequential damages or limitations on how long an implied warranty lasts, so these limitations or exclusions may not apply to you. This Limited Warranty gives you specific legal rights. You may also have other rights that vary from state to state.

This Limited Warranty does not cover any representation or warranty made by any person, including any Ibanez dealer or any employee of Hoshino, beyond the provisions of this Limited Warranty.

Please return your completed Ibanez warranty card within 10 days of purchase to ensure proper owner registration of your Ibanez product.

Save your original sales receipt. Hoshino will not perform any limited warranty service without a copy of the original sales receipt.

Is my guitar under warranty if I didn't purchase from an authorized dealer? Only guitars purchased from an authorized Ibanez dealer are covered under the Ibanez warranty. Please see our [dealer locator](#) for a list of authorized Ibanez dealers.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.