

Vienna

ACOUSTIC PIANO 12 YEAR NON TRANSFERABLE WARRANTY

Keyboard Country, Inc. (here after referred as KCI) warrants your VIENNA piano as follows:

Limited 12 Year Warranty (Parts and labor)

Your VIENNA piano is warranted to be free of defects in materials and workmanship, including the finish, for twelve years from the date of original retail purchase from an authorized VIENNA dealer. If you decide to sell your VIENNA piano, this limited twelve year warranty is not transferable to the purchaser.

Lifetime Limited Warranty (Parts only)

All action parts, the vacuum process iron plate, and metal case hardware are warranted to the original purchaser for the lifetime of the original purchaser, beginning from the date of original retail purchase from an authorized VIENNA dealer.

If during the respective warranty period from the date of the original purchase, your new VIENNA piano is found to have a defect in material or workmanship, KCI and/or its authorized agent will repair such defects, or replace the affected parts, without charge and within a reasonable time after notice of a defect. If KCI determines that the defect cannot be repaired, or if during the applicable warranty period KCI is unable to repair a defect after a reasonable number of attempts, at KCI's option, KCI may replace the defective piano with an identical piano or with one that is reasonably equivalent.

Your VIENNA piano bench is fully warranted for one year from the date of original retail purchase of your VIENNA piano.

Installations of any add-on player piano, digital enhancement system, humidity control system or similar products, does not void this warranty. However, any parts that have been modified or any parts added to the original instrument, are not covered by this warranty.

This warranty does not extend to VIENNA pianos located outside the fifty United States of America and the District of Columbia.

This warranty applies only to VIENNA brand pianos sold after January 1, 2002. Pianos sold before this date are covered by a separate warranty.

Keyboard Country, Inc. excludes and will not be liable for incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply. No other warranties are expressed or implied, except as provided above. Some states do not allow limitations on implied warranties (including how long implied warranties last), so this limitation may not apply.

Owners' Responsibilities

In order for KCI to provide proper warranty service, it is necessary that the purchaser of a VIENNA piano assume certain responsibilities:

1. Send the Registration Card to KCI, promptly after your purchase, or be prepared to provide purchase information. You should understand that you do not have to return a registration card in order for your piano to be covered under this warranty. However, if the date of the original purchase is unknown, KCI reserves the right to set the warranty period starting date by the year of manufacture or the first date sold to an authorized dealer.
2. Notify your authorized VIENNA dealer or KCI of any warranty related concerns immediately upon their discovery.
3. Permit KCI or an authorized agent to inspect and provide warranty service, which will be completed within a reasonable time.

Maintenance and Use

Your VIENNA piano should be reasonably used and maintained. This warranty does not apply to failure caused by the following:

1. Failure to provide reasonable, necessary and proper care and maintenance and/or repair.
2. Abnormal strain, neglect, abuse, modification or accidental damage.
3. Exposure to extremes in temperature or humidity.

Warranty Information

Should you have questions regarding your VIENNA piano warranty, please contact your authorized VIENNA dealer or KCI.

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