



WARRANTY TERMS & CONDITIONS

— HERTZ DIGITRON PVT. LTD. —

THANK YOU FOR CHOOSING HERTZ MUSICAL INSTRUMENTS. WE ARE COMMITTED TO DELIVERING PREMIUM-QUALITY INSTRUMENTS THAT EMPOWER MUSICIANS ACROSS ALL LEVELS. TO ENSURE YOUR SATISFACTION AND PEACE OF MIND, WE OFFER THE FOLLOWING WARRANTY COVERAGE:

1. WARRANTY COVERAGE

HERTZ WARRANTS THAT ALL NEW INSTRUMENTS AND ACCESSORIES ARE FREE FROM MANUFACTURING DEFECTS IN MATERIALS AND WORKMANSHIP UNDER NORMAL USE FOR A PERIOD OF 12 MONTHS FROM THE ORIGINAL DATE OF PURCHASE, UNLESS OTHERWISE SPECIFIED.

2. ELIGIBILITY

THIS WARRANTY IS APPLICABLE ONLY TO THE ORIGINAL RETAIL PURCHASER OF THE PRODUCT, PURCHASED FROM AN AUTHORIZED HERTZ DEALER OR DISTRIBUTOR WITHIN INDIA. A VALID PROOF OF PURCHASE (ORIGINAL INVOICE/BILL) MUST BE PRESENTED FOR ALL WARRANTY CLAIMS.

3. WHAT IS COVERED

UNDER THIS WARRANTY, THE FOLLOWING ARE COVERED:
STRUCTURAL DEFECTS IN THE INSTRUMENT BODY OR FRAME.
MANUFACTURING FAULTS IN ELECTRONIC COMPONENTS AND HARDWARE.
ISSUES IN CRAFTSMANSHIP OR ASSEMBLY.

4. WHAT IS NOT COVERED

THE WARRANTY DOES NOT COVER:
NORMAL WEAR AND TEAR DUE TO USE.
DAMAGE DUE TO MISUSE, MISHANDLING, IMPROPER STORAGE AND MAINTENANCE.
IMPACT DAMAGE, WATER OR MOISTURE DAMAGE, OR EXPOSURE TO EXTREME WEATHER.
ISSUES RESULTING FROM UNAUTHORIZED SERVICE, ALTERATIONS, MODIFICATIONS OR REPAIRS.
COSMETIC DAMAGE THAT DOES NOT AFFECT PERFORMANCE.

5. HOW TO MAKE A WARRANTY CLAIM

TO FILE A CLAIM UNDER THIS WARRANTY:
CONTACT THE DEALER WHERE THE PRODUCT WAS PURCHASED OR EMAIL TO HERTZGUITARS@GMAIL.COM
SHARE YOUR PROOF OF PURCHASE, PRODUCT MODEL/SERIAL NUMBER, CLEAR PHOTOS/VIDEOS,
AND A DETAILED DESCRIPTION OF THE ISSUE.
IF YOUR CLAIM IS APPROVED, YOU MAY BE ASKED TO RETURN THE PRODUCT TO AN AUTHORIZED SERVICE CENTER OR DEALER.
SHIPPING COSTS (TO US) ARE TO BE BORNE BY THE CUSTOMER.
IF THE DEFECT IS COVERED, HERTZ WILL, AT ITS DISCRETION, REPAIR OR REPLACE THE PRODUCT.

6. SERVICE TURNAROUND TIME

SERVICE OR REPLACEMENT TIMELINES MAY VARY DEPENDING ON PARTS AVAILABILITY, BUT HERTZ AIMS TO RESOLVE ALL WARRANTY ISSUES WITHIN 21 WORKING DAYS FROM THE DATE OF RECEIPT OF THE PRODUCT AT THE SERVICE CENTER.

7. LIMITATION OF LIABILITY

HERTZ SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF USE, INCONVENIENCE, OR LOSS OF PERFORMANCE. OUR LIABILITY IS STRICTLY LIMITED TO THE REPAIR OR REPLACEMENT OF THE PRODUCT AS STATED.

8. LEGAL COMPLIANCE (INDIA)

THIS WARRANTY IS OFFERED IN COMPLIANCE WITH THE CONSUMER PROTECTION ACT, 2019 (INDIA). IT DOES NOT AFFECT YOUR STATUTORY RIGHTS UNDER INDIAN LAW.