

Extended Warranty Policy Document

Warranty Overview

Austin Bazaar is committed to customer satisfaction and loyalty by offering an Extended Warranty for all musical instruments sold through our store, excluding wind instruments due to hygiene risks. This warranty extends beyond our standard 30-day return period, lasting up to one (1) year from the original purchase date, and specifically covers manufacturing defects only. Customers must ship the product back to Austin Bazaar upon warranty approval. Austin Bazaar will cover repair costs, but the customer will be responsible for all shipping costs, including shipping to Austin Bazaar and return shipping to the customer.

Eligibility

- Valid only for musical instruments purchased directly from Austin Bazaar, excluding wind instruments.
- Valid only for the original purchaser and is non-transferable.

Covered Defects

- Manufacturing defects that significantly impair functionality.
- Defects related to materials or workmanship.
- Audio defects inherent to the instrument, provided they are demonstrably due to manufacturing issues and not caused by user handling.

Exclusions

Warranty explicitly does **not** cover:

- Damage or malfunction of interfaces, external devices, or software required to operate certain instruments.
- Products identified as “Used” at the time of purchase.
- Wind instruments (hygiene risk).
- Damage caused by misuse, abuse, neglect, accidents, improper handling, storage, or unauthorized repairs and modifications.
- Cosmetic issues that do not impact instrument functionality.
- Normal wear and tear from regular use.
- All damages that are not attributable to the manufacturing process.
- Environmental damage (e.g., humidity, temperature extremes, liquid spills).

- Accessories and consumable items such as strings, reeds, drumsticks, picks, cables, batteries, and similar items.
- Damage caused by shipping from the customer to Austin Bazaar due to improper packaging.

Warranty Claim Procedure

1. Warranty registration on our website is required before submitting any claim. Visit <https://www.austinbazaar.com/warranty>
2. After registration, you may initiate a warranty claim by contacting Austin Bazaar customer service via your registered email address.
3. Document the defect through:
 - 3-4 high-resolution photos displaying the defect.
 - 1-2 clear videos demonstrating the defect. Videos must have clear audio, free from audio-related defects, with no muffled sound or background noise.
4. Provide proof of purchase, such as the original invoice or order confirmation.
5. Wait for preliminary warranty approval from Austin Bazaar before returning the instrument.
6. Upon approval, carefully pack and ship the instrument to the provided address at the customer's expense.

Detailed Terms and Conditions

Warranty Validity

- This warranty is valid for one (1) year, starting from the date of delivery of the product to the original purchaser.
- Warranty activation is mandatory to receive coverage. Activation must be completed by registering the product on our website. Visit <https://www.austinbazaar.com/warranty>
- Non-transferable, applicable only to the initial purchaser.

Customer Responsibilities

- Retain original proof of purchase.
- Pay all shipping costs, both for sending items to Austin Bazaar and for Austin Bazaar shipping them back to the customer.
- Properly package instruments to prevent damage during shipment. Austin Bazaar is not liable for damage incurred during customer return shipping.

Repair and Replacement Policy

- Austin Bazaar has sole discretion to repair or replace instruments or defective parts.
- Warranty is voided if any unauthorized repairs or modifications are performed.

Fraud Prevention and Detection

- Any claim deemed fraudulent, falsified, or deliberately misleading will result in immediate rejection.
- Customers providing falsified or altered documentation, videos, or photographs will lose warranty eligibility, and Austin Bazaar reserves the right to pursue legal action.

Limitation of Liability

- Austin Bazaar will not be liable for indirect, incidental, consequential, or special damages, including loss of profits, revenue, data, or use.
- Liability is strictly limited to the repair or replacement of the defective instrument or part.

Termination of Warranty

Warranty coverage immediately ceases under the following conditions:

- Expiry of the warranty period (1 year from purchase).
- Unauthorized modifications or repairs during the warranty period.
- Detection of fraudulent claims or intentional damage.

Dispute Resolution

- Initial dispute reviews will be conducted internally by Austin Bazaar.
- Unresolved disputes may be settled through binding arbitration within the jurisdiction of Austin Bazaar's headquarters.
- By initiating a warranty claim, customers agree to abide by the arbitration outcome, which will be final and binding.

Preemptive Customer Alerts

- Customers should thoroughly inspect and test the instrument immediately upon receipt.
- Customers should familiarize themselves with the warranty exclusions to avoid invalid claims.
- Austin Bazaar strongly advises maintaining a safe storage environment and proper handling procedures to prevent invalidating warranty eligibility.

Contact Information

For warranty claims and further inquiries:

- Email: cs@austinbazaar.com

- Phone: +1 800-511-1322
- Address: Austin Bazaar ATTN Returns
1150 New Technology Blvd, Ste. 200
Hutto, TX 78634