

2-YEAR LIMITED WARRANTY



Welcome to the Rubato Guitars community!

Thank you for buying a Rubato Guitars carbon guitar or bolt-on carbon neck. You have our assurance that all products are meticulously hand-crafted in our workshop, thoroughly tested in our studio and have passed our rigorous quality checks before shipping to you.

We hope you will enjoy making great music with it but, in the unlikely event that you experience any problem, please keep your sales receipt in a safe place as proof of original purchase will be necessary before we can log a claim.

This is one occasion when we hope not to hear from you but, if you have concerns that you believe require our attention, please don't hesitate to be in touch. Though the warranty extends for 24 months from the date of original purchase, we would urge you to let us know of any problems that occur after that date. Depending on the specific circumstances, we'll work with you to resolve the matter at our discretion.

A handwritten signature in black ink, appearing to read "Oliver Lambson", with a long horizontal flourish extending to the right.

Oliver Lambson

Scope of Warranty

Rubato Guitars asserts that your carbon guitar or bolt-on neck purchase is free of any defects in workmanship, or parts.

The product is warranted for a period of two (2) years from the date of original purchase, as long as:

- the guitar is handled and played within normal operating conditions
- the bolt-on neck is installed using correct procedures (as per instruction sheet supplied with your product)

Terms of Warranty

Please be assured that we pride ourselves on the quality of our products and will prioritise all warranty-related correspondence. As a first step, please email oliver@rubato.guitars with details of the defect/malfunction and include close-up photographs if appropriate.

If the product fails to be of an acceptable quality in terms of the Scope of Warranty, you will be entitled to ship it back to Rubato Guitars for an assessment of the defect. Once it has been thoroughly evaluated, appropriate options will be discussed with you, and these will include repair, replacement, or refund of your purchase price.

If components are found to be defective in terms of the Scope of Warranty, they will be repaired or replaced at Rubato Guitars' sole discretion with no charge to you.

In certain instances, Rubato Guitars may authorise repair or service to be performed by a specified agent. However, if any repair or service is undertaken by any party without our express, written consent, this Limited Warranty is invalidated.

The Warranty also becomes void if the serial number on any product is defaced or removed, or the product has been damaged by alteration, misuse, accident, or neglect.

NB. It may be the case that the province, state, or country in which you live has other legal provisions in respect of Limited Warranty claims. We will honour the legal rights as they pertain to the purchaser.

Please be clear that:

This Limited Warranty applies to carbon guitars and bolt-on necks purchased directly from Rubato Guitars for a period of two (2) years. If the product is on-sold by the original purchaser during that time, the balance of the Warranty period transfers to the new owner. However, the warranty becomes void if a claim is made for any damage/malfunction that occurred before ownership was transferred.

Rubato Guitars assumes no liability for damage to property, or person, or loss of income that may arise from defects associated with this product.

All transportation fees associated with warranty service and repairs on Rubato Guitars products (including insurance, freight charges, customs, duties, VAT, and any other taxes) are the responsibility of the purchaser. In the case of guitars, any insurance covering the instrument (including but not limited to collector's value insurance) must be carried by you. All returns must be shipped, postage prepaid, to Rubato Guitars at an address to be provided by us at the time of your claim.

The following items are not covered by this Warranty:

- Any guitar/bolt-on neck that has been damaged due to misuse, negligence, accident, improper operation or improper installation.
- Any guitar/bolt-on neck that has been altered or modified in any way (including tampering with the serial number)
- Any guitar or bolt-on neck for which false information has been supplied in the Warranty process.
- Issues with tonal characteristics.
- Transportation and shipping damages of any kind. (All products shipped from our workshop are insured and, while in transit, liability is carried by our couriers.)
- Normal wear and tear (e.g., worn frets, worn machine heads, worn plating or damages to, or discoloration of, the instrument finish for any reason).
- Any guitar/bolt-on neck on which unauthorized repair or service has been performed.
- Customized setups or adjustments beyond factory specifications and initial standard setup and adjustment of the guitar/bolt-on neck and its components.

Effective Date: 1 January 2021