

warranty

These terms and conditions cover all instruments, bows, and cases sold by Simply for Strings Pty Ltd as well as repairs. Specific terms and conditions apply to certain items, so please read this warranty in its entirety.

Simply for Strings warrants its instruments cases and bows to be free of defect in material and construction as described in detail below for limitations and restrictions to this warranty. Simply for Strings will, at its option, repair or replace any item found to have been defective in materials or manufacture under the terms stated here to the original purchaser. Simply for Strings shall be the sole arbiter of eligibility for warranty repair or replacement. Simply for Strings liability is limited to repair or replacement of defective items. Simply for Strings reserves the right to make changes to this warranty.

Terms & Conditions

Instruments:

Simply for Strings Limited warranty on instruments applies only to the original purchaser and warrants its instruments to be free of defect in material and construction for one (1) year. Warranty does not cover strings. Warranty on pegs, chinrests endpins and tailpieces are limited to one (1) year. Bridges are covered by warranty for a period of three (3) months. Damage caused by neglect or misuse of instrument is not covered. Please note that exposure to excessive heat, cold, dryness, or moisture is considered neglect. Warranty is void if any repair or attempt to repair instrument by customer or by another store. Instrument adjustments to sound and feel are not covered by this warranty. Normal wear caused by normal use of items is not covered by this warranty. Please note that openings in an instrument's seams are common and are covered for a six (6) month period because of the nature of wood and its reactions to seasonal changes. Simply for Strings instruments have been made using traditional hide glue to help prevent cracks to the wood. All Simply for Strings instruments are stable at 40% humidity and cracks to the instruments are not covered as they are the result of improper care. To avoid seam openings or cracks caused by extreme or sudden changes in temperature or humidity, please protect your instrument by maintaining humidity levels between 40% and 60%, and do not expose your instrument to temperatures above or below those generally found comfortable by people (roughly 10-30 degrees Celsius).

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Bows:

Limited warranty applies only to the original purchaser of the bow and it is limited to be free of defect in material and construction for six (6) months from date of purchase, unless otherwise noted. Hair is not covered by warranty, except for its installation. (In other words, if a bow's original hair falls out, that is covered.) Original hair installation is covered for a period of six (6) months as it is recommended that the hair be changed every six (6) months. Bow hair eating bugs (carpet beetle) can chew on unattended bows. Simply for Strings is not responsible for hair that has been attacked by these bugs. To help prevent this, use your bow regularly or store in a sealed plastic bag. Damage caused by neglect or misuse of bows is not covered. Damage caused by normal wear is not covered (such as scratches). Warranty is void if any repair or attempt to repair bow by customer or by any other store. Wooden bows react to changes in temperature and humidity just like the instruments. One common result of exposure to extremes of temperature or humidity is the warping or loss of curve (camber) to the bow. The Simply for Strings warranty covers this warping for six (6) months. Please also note that bows left tightened for long periods of time are likely to warp or break. To protect your bow from warping, always be sure to loosen it after playing. Cracks to the head or shaft of the bow are not covered for any reason. Wood bows by their design are prone to cracks at the head, and no other damage may be visible. Bone, silver, plastic or imitation ivory tip plates are designed to protect the bow's fragile tip. These can be damaged either by dropping or hitting of the bow tip. They can also become loose over time from changes in humidity and temperature. For these reasons, Simply for Strings limits its warranty of tip plates for six (6) months and limits the repairs to re-gluing only and then only if Simply for Strings has performed any re-hair of the bow. Chips to the point of the bow tip are not covered.

Cases:

Warranty applies only to original purchaser of case. Damage caused by either normal wear, or by misuse or neglect is not covered. Simply for Strings warranty responsibilities and liabilities are limited to repair or replacement of defective cases or parts for six (6) months from the date of purchase. Due to manufacturer changes in design, we are not responsible to exactly match the repaired item. Damage to instruments, bows, or other personal property being stored or transported in Simply for Strings cases is not covered by this warranty. Used cases are sold as-is and are not eligible for returns or exchanges.

Warranty on Repairs:

Due to changes in humidity and temperature and the fluctuation of wood (caused by such) Simply for Strings warranty is limited to 1 year for all repairs unless otherwise noted on receipt. Bridges are not covered against breakage or warping. Bow re-hair's are limited to the installation of hair and does not cover loss of hair due to insects or to hair that stretches or shrinks due to climate. All warranty work must be performed by Simply for Strings and warranty coverage will be at the sole discretion of Simply for Strings. Strings are not covered once installed.