

Warranty for Alex. Steinbach Pianos

WARRANTY TERMS AND CONDITIONS

This certificate sets out the terms and conditions of the Limited Lifetime Warranty, and the Ten Year Warranty for Alex. Steinbach branded pianos. The benefits under this warranty are in addition to other rights and remedies under law.

Pianos First (Aust.) Pty Ltd warrants that on completion of the service on your piano, it is free from defects and workmanship for the warranty period. Our goods come with guarantees that cannot be excluded under the ACL. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if they fail to be acceptable quality and the failure does not amount to a major failure.

LIMITED LIFETIME WARRANTY

This warranty applies to the registered owner of the piano and applies for the entire time they are personally in possession of the piano.

TEN YEAR WARRANTY

Should the piano transfer to another owner, the Limited Lifetime Warranty only applies for Ten Years from the date of the original purchase.

WHAT THE WARRANTY DOES NOT COVER

Any instrument that has been purchased from outside Australia or any source other than an authorised Alex. Steinbach Dealer.

Any instrument that has been altered or modified in some way or upon which the serial number has been tampered with or altered. Damage caused by accident, negligence, misuse, abuse, abnormal strain, failure to use the correct maintenance materials or procedures.

Damage resulting from someone repairing, or attempting to repair, who is not an Alex. Steinbach Preferred Technician. Pianos without written proof of being tuned once per calendar year.

Changes to the cabinet finish including surface scratches, blemishes and cosmetic defects.

Parts subject to normal wear and tear including benches, string breakage, tarnishing and rusting.

The subjective issue of tone characteristics.

Any damage caused by climate changes or exposure to extremes in temperature, humidity, perspiration, light or salt air.

Insect or vermin infestations.

Tuning, regulation and voicing.

Travelling time and cost for tuners and technicians. Accessories provided with your piano.

Pianos moved outside Australia. Freight, handling and installation costs.

Any claim that has not been authorised by Pianos First (Aust.) Pty Ltd.

Any costs incurred in preparing and submitting a warranty claim.

Note: schools, organisations and businesses are only eligible for the ten year warranty.

It should be further noted that in areas of high humidity additional precautions may be necessary to protect against rust and corrosion.

WARRANTY REGISTRATION

The warranty for Alex. Steinbach pianos can be registered at www.alexsteinbach.com.au/register/

WARRANTY CLAIMS

All warranty claims should be submitted to:

Pianos First (Aust.) Pty Ltd

3/81-83 Station Road

Seven Hills N.S.W. 2147

The logo for Alex. Steinbach Pianos features the name 'Alex. Steinbach' in a large, elegant, handwritten-style script. Below the name, the word 'PIANOS' is written in a smaller, clean, sans-serif font, with each letter centered under a vertical line that descends from the script.