



KALA UKULELE WARRANTY

Congratulations on the purchase of your new Kala Ukulele! This instrument will, with a bit of practice, bring you a lifetime of pleasure. However, if you have an issue with your instrument we want to help you.

Every Kala Brand Ukulele carries a limited lifetime warranty that covers it against manufacturing defects and materials. Makala Ukulele carries a warranty against manufacturing defects and materials for the period of 1 year from the date of purchase. Electronics and tuning machines are warranted for the period of 1 year from the date of purchase. Kala Brand Music Co. reserves the right to determine upon inspection if the warranty claim is valid or not.

Upon purchase of your instrument please visit www.kalaukulele.com to download and print a Kala Brand registration form. After you fill it out, either E-mail or mail it to us to register your purchase.

This warranty is valid to the original purchaser only and is non-transferable. The instrument must have been purchased at an Authorized Kala Brand Dealer. Please keep your original sales receipt. It is required to make a valid warranty claim. Any modification to the instrument will void the warranty. Unsolicited returns and shipments to Kala Brand Music Company or any of its authorized dealers will be ignored.

ITEMS NOT COVERED UNDER THIS WARRANTY:

- Damage due to negligence, misuse, accident, or improper maintenance practices.
- Normal fret and string wear on the instrument including broken strings and tuners due to improper tuning.
- Damage resulting from exposure to extreme temperatures, humidity, dry climates, or salt air climates. Failure to use a humidifier on Kala all solid-wood ukuleles and all acoustic U-Bass instruments will void your warranty if any cracking occurs. Warranty claims may not be considered if a quality humidifier (Humistat™, Oasis™, Planet Waves™) is not used with your Kala instrument while it is stored in its case or bag. When the instrument is not in its case or bag for more than two days we recommend it be stored in a room with a relative humidity of 40-60% with its humidifier correctly installed inside the instrument.
- Exposure to heating or cooling sources that cause damage to the instrument.
- Personal opinions relating to the sound and tone of the instrument.
- Instruments damaged in transit.
- All instruments marked with a stamped "2" on the back of the headstock are "Kala seconds" and are excluded from Kala Brand Music Company's warranty policy. These instruments are non-refundable and non-returnable to either Kala Brand Ukulele Company or the authorized dealer in where it was purchased.

WARRANTY IS PROVIDED BY:

KALA BRAND MUSIC CO. 1364 N. MCDOWELL BLVD. #11, PETALUMA, CA 94954 USA

TO MAKE A CLAIM: Please contact your Authorized Kala Brand dealer to discuss the issue with them. Often times they will be able to help you quickly resolve the problem. All warranty claims must be placed through the authorized Kala Brand Music dealer where the instrument was purchased. This includes, but is not limited to, mail order purchases, internet sales, in-store purchases, and authorized online auction sites.