

# Gibson Warranty Info

## I. Acoustic Guitars

### Gibson Acoustic Gold Warranty

Your new Gibson instrument is warranted to be free from defects in materials and workmanship for the life of the original retail purchaser, subject to the limitations contained in this warranty.

If at any time this Gibson instrument malfunctions as a result of faulty materials or workmanship, Gibson will repair the defect(s) or replace the instrument, as it deems appropriate in its sole discretion. Gibson reserves the right to use materials regularly utilized at the time of repair in the event that original materials are no longer available. If replacement of your instrument is deemed appropriate by our staff, Gibson will replace the instrument with one of the same or most similar style of a value not in excess of the original purchase price of your instrument.

This warranty covers the cost of both labor and materials on any repair deemed necessary by our Customer Service Representative for the lifetime of the original purchaser. In the unlikely event that your instrument is destroyed, lost or damaged beyond repair, while in the possession of Gibson for repair, Gibson will replace that instrument with one of the same or most similar style of a value not in excess of the original purchase price of your instrument. Any insurance covering the instrument, including but not limited to collector's value insurance, must be carried by owner at owner's expense.

THIS WARRANTY IS EXTENDED TO THE ORIGINAL RETAIL PURCHASER ONLY AND MAY NOT BE TRANSFERRED OR ASSIGNED TO SUBSEQUENT OWNERS. IN ORDER TO VALIDATE YOUR WARRANTY, AND AS A CONDITION PRECEDENT TO WARRANTY COVERAGE HEREUNDER, YOU MUST RETURN YOUR WARRANTY REGISTRATION CARD WITHIN FIFTEEN (15) DAYS FOLLOWING THE ORIGINAL DATE OF PURCHASE. YOUR PROOF OF PURCHASE OR SALES RECEIPT MUST ACCOMPANY ALL REQUESTS FOR WARRANTY COVERAGE.

This Warranty Is Subject To The Following Limitations

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THIS WARRANTY DOES NOT COVER:

1. Any instrument that has been altered or modified in any way or upon which the serial number has been tampered with or altered.
2. Any instrument whose warranty card has been altered or upon which false information has been given.
3. Any instrument that has been damaged due to misuse, negligence, accident, or improper operation.
4. The subjective issue of tonal characteristics.
5. Shipping damages of any kind.
6. Any instrument that has been subjected to extremes of humidity or temperature
7. Normal wear and tear (i.e., worn frets, worn machine heads, worn plating, string

replacement, scratched pickguards, or damages to or discoloration of the instrument finish for any reason).

8. Any instrument that has been purchased from an unauthorized dealer, or upon which unauthorized repair or service has been performed.

9. Any factory installed electronics after a period of one (1) year following the original date of purchase.

10. Cracking, discoloration or damage of any sort to the finish or plating for any reason.

11. Gibson does not warranty the playability of a instrument whose "action" is lower than the standard "action" as defined in the owners manual.

GIBSON MAKES NO OTHER EXPRESS WARRANTY OF ANY KIND WHATSOEVER. ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXCEEDING THE SPECIFIC PROVISIONS OF THIS WARRANTY ARE HEREBY DISCLAIMED AND EXCLUDED FROM THIS WARRANTY. SOME STATES AND/OR COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES SO THAT THE ABOVE MAY NOT APPLY TO YOU.

GIBSON SHALL NOT BE LIABLE FOR ANY SPECIAL, INDIRECT CONSEQUENTIAL, INCIDENTAL OR OTHER SIMILAR DAMAGES SUFFERED BY THE PURCHASER OR ANY THIRD PARTY, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS OR BUSINESS OR DAMAGES RESULTING FROM USE OR PERFORMANCE OF THE INSTRUMENT, WHETHER IN CONTRACT OR IN TORT, EVEN IF GIBSON OR ITS AUTHORIZED REPRESENTATIVE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND GIBSON SHALL NOT BE LIABLE FOR ANY EXPENSES, CLAIMS, OR SUITS ARISING OUT OF OR RELATING TO ANY OF THE FOREGOING.

\*\*Customers who purchased product outside the U.S should contact their local distributor for the handling and resolution of all warranty issues as the above-described Gibson Gold Warranty is not applicable.

#### How To Obtain Warranty Service

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In the event of malfunction of your Gibson instrument, you should notify your nearest Authorized Gibson Dealer.

The Dealer or Owner must ship the instrument, freight and insurance pre-paid, to the nearest Authorized Gibson Service Center. If there is no Authorized Gibson Service Center near you, contact or have your dealer contact Gibson for information and an authorization to return the Instrument to Gibson. No instrument may be returned to Gibson without such prior Return Authorization. Only Authorized Gibson Service Centers may perform warranty service and any service performed by unauthorized persons will void this warranty. Gibson disclaims liability for defects or damage caused by services performed by unauthorized persons or non-warranty service not performed by Gibson or an Authorized Gibson Service Center.

When contacting Gibson, you must include a complete written description of the malfunction of the instrument. If non-warranty work is required or recommended by Gibson, a quotation will be issued and must be approved by you before any non-warranty work is commenced. You should consider quotations obtained for non-warranty work immediately and advise the Authorized Gibson Service Center or Gibson of your wishes. You are not required to purchase non-warranty work in order to obtain service on materials covered by this warranty.

Following its inspection of an instrument upon its arrival, Gibson or the Authorized Gibson Service Center will advise you or your dealer of the approximate date of completion. The repaired instrument or part will be returned to you or your dealer, freight collect insured.

No representative or other person is authorized to assume for Gibson any liability except as stated in this warranty. This warranty gives you specific rights which vary from state to state or from country to country.

For further information, write:  
Customer Service Dept.,  
Gibson Guitar Corp.  
PO Box 100087  
Nashville, TN 37210-0087

Or call:  
1-800-4GIBSON

Or email us @ [service@gibson.com](mailto:service@gibson.com)

## II. Amplifiers

### Gibson Amplifiers Warranty

Congratulations on purchasing your Gibson Amplifier. Gibson equipment is guaranteed against defects in parts or workmanship for a period of 2 years from the date of purchase (excluding loudspeakers and valves/tubes, except at the discretion of Gibson). However, misuse or use contrary to the operating instructions supplied with your unit will invalidate this warranty. Please complete and submit the following form, printing a copy for your records. This will ensure prompt attention and accurate information in the unlikely event of technical difficulties. This form does not affect your legal rights under common law. If a problem should occur, please contact the dealer who supplied your equipment.

All products purchased from an Authorized International Dealer must be registered with the Authorized International Distributor.

(Please note that the warranty does not cover equipment that have been purchased from an unauthorized dealer or have been purchased as used.

## III. Dobro

### The Dobro® Warranty

All Dobro® instruments are warranted to the original purchaser against defected material or workmanship for two (2) years from the date of purchase. Due to changes in climate conditions which we cannot control, the finish cannot be guaranteed. Any defects found due to any fault of the manufacturer will be repaired or replaced without charge. Any alterations to the instrument will void the warranty. There is no warranty or resonators, unless damaged during shipping from factory to retail outlet.

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## IV. Mandolins & Banjos

### Gibson Gold Warranty

Your new Gibson instrument is warranted to be free from defects in materials and workmanship for the life of the original retail purchaser, subject to the limitations contained in this warranty.

If at any time this Gibson instrument malfunctions as a result of faulty materials or workmanship, Gibson will repair the defect(s) or replace the instrument, as it deems appropriate in its sole discretion. Gibson reserves the right to use materials regularly utilized at the time of repair in the event that original materials are no longer available. If replacement of your instrument is deemed appropriate by our staff, Gibson will replace the instrument with one of the same or most similar style of a value not in excess of the original purchase price of your instrument.

This warranty covers the cost of both labor and materials on any repair deemed necessary by our Customer Service Representative for the lifetime of the original purchaser. In the unlikely event that your instrument is destroyed, lost or damaged beyond repair, while in the possession of Gibson for repair, Gibson will replace that instrument with one of the same or most similar style of a value not in excess of the original purchase price of your instrument. Any insurance covering the instrument, including but not limited to collector's value insurance, must be carried by owner at owner's expense.

THIS WARRANTY IS EXTENDED TO THE ORIGINAL RETAIL PURCHASER ONLY AND MAY NOT BE TRANSFERRED OR ASSIGNED TO SUBSEQUENT OWNERS. IN ORDER TO VALIDATE YOUR WARRANTY, AND AS A CONDITION PRECEDENT TO WARRANTY COVERAGE HEREUNDER, YOU MUST RETURN YOUR WARRANTY REGISTRATION CARD WITHIN FIFTEEN (15) DAYS FOLLOWING THE ORIGINAL DATE OF PURCHASE. YOUR PROOF OF PURCHASE OR SALES RECEIPT MUST ACCOMPANY ALL REQUESTS FOR WARRANTY COVERAGE.

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3. Any instrument that has been damaged due to misuse, negligence, accident, or improper operation.
4. The subjective issue of tonal characteristics.
5. Shipping damages of any kind.
6. Any instrument that has been subjected to extremes of humidity or temperature
7. Normal wear and tear (i.e., worn frets, worn machine heads, worn plating, string replacement, scratched pickguards, or damages to or discoloration of the instrument finish for any reason).
8. Any instrument that has been purchased from an unauthorized dealer, or upon which

unauthorized repair or service has been performed.

9. Any factory installed electronics after a period of one (1) year following the original date of purchase.

10. Cracking, discoloration or damage of any sort to the finish or plating for any reason.

11. Gibson does not warranty the playability of a instrument whose "action" is lower than the standard "action" as defined in the owners manual.

GIBSON MAKES NO OTHER EXPRESS WARRANTY OF ANY KIND WHATSOEVER. ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXCEEDING THE SPECIFIC PROVISIONS OF THIS WARRANTY ARE HEREBY DISCLAIMED AND EXCLUDED FROM THIS WARRANTY. SOME STATES AND/OR COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES SO THAT THE ABOVE MAY NOT APPLY TO YOU.

GIBSON SHALL NOT BE LIABLE FOR ANY SPECIAL, INDIRECT CONSEQUENTIAL, INCIDENTAL OR OTHER SIMILAR DAMAGES SUFFERED BY THE PURCHASER OR ANY THIRD PARTY, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS OR BUSINESS OR DAMAGES RESULTING FROM USE OR PERFORMANCE OF THE INSTRUMENT, WHETHER IN CONTRACT OR IN TORT, EVEN IF GIBSON OR ITS AUTHORIZED REPRESENTATIVE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND GIBSON SHALL NOT BE LIABLE FOR ANY EXPENSES, CLAIMS, OR SUITS ARISING OUT OF OR RELATING TO ANY OF THE FOREGOING.

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#### How To Obtain Warranty Service

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In the event of malfunction of your Gibson instrument, you should notify your nearest Authorized Gibson Dealer.

The Dealer or Owner must ship the instrument, freight and insurance pre-paid, to the nearest Authorized Gibson Service Center. If there is no Authorized Gibson Service Center near you, contact or have your dealer contact Gibson for information and an authorization to return the Instrument to Gibson. No instrument may be returned to Gibson without such prior Return Authorization. Only Authorized Gibson Service Centers may perform warranty service and any service performed by unauthorized persons will void this warranty. Gibson disclaims liability for defects or damage caused by services performed by unauthorized persons or non-warranty service not performed by Gibson or an Authorized Gibson Service Center.

When contacting Gibson, you must include a complete written description of the malfunction of the instrument. If non-warranty work is required or recommended by Gibson, a quotation will be issued and must be approved by you before any non-warranty work is commenced. You should consider quotations obtained for non-warranty work immediately and advise the Authorized Gibson Service Center or Gibson of your wishes. You are not required to purchase non-warranty work in order to obtain service on materials covered by this warranty.

Following its inspection of an instrument upon its arrival, Gibson or the Authorized Gibson Service Center will advise you or your dealer of the approximate date of completion. The repaired instrument or part will be returned to you or your dealer, freight collect insured.

No representative or other person is authorized to assume for Gibson any liability except as stated in this warranty. This warranty gives you specific rights which vary from state to state or from country to country.

For further information, write:  
Customer Service Dept.,  
Gibson Guitar Corp.  
PO Box 100087  
Nashville, TN 37210-0087

Or call:  
1-800-4GIBSON

Or email us @ [service@gibson.com](mailto:service@gibson.com)

## V.USA & Custom Electrics

### Gibson USA and Custom Warranty

Your new Gibson instrument is warranted to be free from defects in materials and workmanship for the life of the original retail purchaser, subject to the limitations contained in this warranty.

If at any time this Gibson instrument malfunctions as a result of faulty materials or workmanship, Gibson will repair the defect(s) or replace the instrument, as it deems appropriate in its sole discretion. Gibson reserves the right to use materials regularly utilized at the time of repair in the event that original materials are no longer available. If replacement of your instrument is deemed appropriate by our staff, Gibson will replace the instrument with one of the same or most similar style of a value not in excess of the original purchase price of your instrument.

This warranty covers the cost of both labor and materials on any repair deemed necessary by our Customer Service Representative for the lifetime of the original purchaser. In the unlikely event that your instrument is destroyed, lost or damaged beyond repair, while in the possession of Gibson for repair, Gibson will replace that instrument with one of the same or most similar style of a value not in excess of the original purchase price of your instrument. Any insurance covering the instrument, including but not limited to collector's value insurance, must be carried by owner at owner's expense.

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4. The subjective issue of tonal characteristics.
5. Shipping damages of any kind.
6. Any instrument that has been subjected to extremes of humidity or temperature
7. Normal wear and tear (i.e., worn frets, worn machine heads, worn plating, string replacement, scratched pickguards, or damages to or discoloration of the instrument finish for any reason).
8. Any instrument that has been purchased from an unauthorized dealer, or upon which unauthorized repair or service has been performed.
9. Any factory installed electronics after a period of one (1) year following the original date of purchase.
10. Cracking, discoloration or damage of any sort to the finish or plating for any reason.
11. Gibson does not warranty the playability of a instrument whose "action" is lower than the standard "action" as defined in the owners manual.

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GIBSON SHALL NOT BE LIABLE FOR ANY SPECIAL, INDIRECT CONSEQUENTIAL, INCIDENTAL OR OTHER SIMILAR DAMAGES SUFFERED BY THE PURCHASER OR ANY THIRD PARTY, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS OR BUSINESS OR DAMAGES RESULTING FROM USE OR PERFORMANCE OF THE INSTRUMENT, WHETHER IN CONTRACT OR IN TORT, EVEN IF GIBSON OR ITS AUTHORIZED REPRESENTATIVE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND GIBSON SHALL NOT BE LIABLE FOR ANY EXPENSES, CLAIMS, OR SUITS ARISING OUT OF OR RELATING TO ANY OF THE FOREGOING.

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The Dealer or Owner must ship the instrument, freight and insurance pre-paid, to the nearest Authorized Gibson Service Center. If there is no Authorized Gibson Service Center near you, contact or have your dealer contact Gibson for information and an authorization to return the Instrument to Gibson. No instrument may be returned to Gibson without such prior Return Authorization. Only Authorized Gibson Service Centers may perform warranty service and any service performed by unauthorized persons will void this warranty. Gibson disclaims liability for defects or damage caused by services performed by unauthorized persons or non-warranty service not performed by Gibson or an Authorized Gibson Service Center.

When contacting Gibson, you must include a complete written description of the malfunction of the instrument. If non-warranty work is required or recommended by Gibson, a quotation

will be issued and must be approved by you before any non-warranty work is commenced. You should consider quotations obtained for non-warranty work immediately and advise the Authorized Gibson Service Center or Gibson of your wishes. You are not required to purchase non-warranty work in order to obtain service on materials covered by this warranty. Following its inspection of an instrument upon its arrival, Gibson or the Authorized Gibson Service Center will advise you or your dealer of the approximate date of completion. The repaired instrument or part will be returned to you or your dealer, freight collect insured.

No representative or other person is authorized to assume for Gibson any liability except as stated in this warranty. This warranty gives you specific rights which vary from state to state or from country to country.

For further information, write:  
Customer Service Dept.,  
Gibson Guitar Corp.  
PO Box 100087  
Nashville, TN 37210-0087

Or call:  
1-800-4GIBSON

Or email us @ [service@gibson.com](mailto:service@gibson.com)