

König & Meyer Warranty Information

For 60 years now, the König & Meyer name has been synonymous with superb quality and well-thought-out accessories in the world of music.

The quality of our products is expressed primarily through good design, high functionality and first class materials. Our well-engineered production processes and our qualified staff ensure that every article is of high quality and delivered on time.

We know that only satisfied customers are loyal customers. Customer service is our highest priority.

We take every care to ensure our products are in perfect condition when delivered, so you can have more enjoyment of your König & Meyer order. If at sometime you nonetheless have a complaint, we offer the following service:

1. Our products have a 3 year guaranty.
2. In addition, we offer a replacement part service on all our catalogue products for 5 years .

Under the terms of these conditions, König & Meyer's guarantee covers all defects which are verifiably material defects or manufacturing defects for the period of the guaranty.

The guaranty does not cover the following:

- Products which have deteriorated through use or natural wear and tear,
- Product defects which are the result of inappropriate use, aberrant environmental conditions, abnormal operating conditions, strain or inadequate maintenance or care.
- Product defects which are caused by the use of accessories, components or replacement parts which are not original components.
- Products which have been modified or altered.
- Minor aberrations from the specified quality which are irrelevant regarding the value and fitness of purpose of the product. In the event that material or manufacturing defects become apparent during the guaranty period, you may submit a complaint to your retailer. Please present your sales receipt with the product you are returning. If the complaint is justified, we will decide whether to repair or exchange the product (if needs be, with a later model).

Please do not post any products directly to König & Meyer. Any products delivered to us without postage pre-paid will not be accepted.

Should the guarantee be put into effect, guaranty entitlement is neither extended nor restarted.

If you have any questions about our guaranty service or how it works, please email us at contact@k-m.de.