

Randall Warranty

Register your Randall http://www2.randallamplifiers.com/index.php?option=com_content&view=article&id=64&Itemid=71

Randall Amplifiers, a Division of U.S. Music Corporation warrants the product you have purchased to be free of defects in materials and workmanship in normal use for a period of two (2) years from the date of original purchase. This warranty shall run to the original purchaser when purchased from an Authorized Randall Dealer. The manufacturer warrants speakers for a period of (1) years. The manufacturer warrants tubes and footswitches for a period of (90) days. Defective parts found during the applicable warranty period with proof of purchase will be replaced or repaired without charge if the complete product is returned to US Music Corp or any Authorized Randall Service Center within the U.S.A. Randall reserves the right to use materials readily available at the time of the repair. All Warranty service requires Proof of Purchase (sales receipt) to be presented at time of service request. Any repair or service performed by any person of entity other than an Authorized Service Center is not covered by this limited warranty. The customer pays transportation to and from Randall factory service or any Randall Authorized Service Center. Warranty repairs must be performed by an authorized service center located in the same country/region in which the product was purchased from. A copy of the original purchase receipt must be provided when obtaining an RMA. Rental stock is warranted for (1) year from date of invoice to the Authorized dealer. Warranty on rental units is not transferable.

What is covered against manufacturing defects

Parts and Labor to correct any defect in materials used and any defect attributable to workmanship.

What is not covered

Shipping Damage. Report damage upon receipt of item to the carrier (i.e. UPS). Freight carrier must be notified upon receipt of items to insure freight damage claim resolution. Shipping damage not filed with carriers within (48) hrs upon receipt will not be covered under warranty. Report any shipping damage within (48) hrs of receipt to the Randall Customer Service Dept at 1-800-877-6863. Keep all original documents and packing materials to insure freight damage claim resolution. Merchandise that has been modified after original shipment from the Randall factory. Products whose serial numbers have been altered or removed. Exterior normal wear and tear damage to the finish due to misuse, operation outside the specified ratings, neglect or accident. Warranty claims by anyone other than the original purchaser. Randall is not responsible for any items left in protective covers or cases, (We strongly advise that all personal items such as chords, cables, tuners, etc... be removed!) freight charges to and from the factory or an Authorized service center on customer owned goods, any and all charges incurred from priority service requests (Rush Service) or priority shipping for replacement parts. Any and all charges if no problem is found.

Factory Service Terms

Return Authorization

All items being returned for any reason must have a Return Authorization number. This RA# must be placed on the outside of the carton of the item being returned or the carton will be refused upon delivery. Please call the customer service department at 1-800-877-6863 for the return authorization number. Dealer stock items will be returned to the dealer freight prepaid.

All defective Randall product should be sent to the following location:

American Music & Sound
4325 Executive Drive, #300
Southaven, MS 38672

Field Service Terms

An Authorized Warranty Service Center must perform any and all field warranty service work. Customer will not pay for parts and/or labor provided the problem found is within warranty guidelines. Proof of purchase must be provided at the time of service request. Transportation charges to and from the Authorized Warranty Service Center are the responsibility of the customer. Rush service charges and special freight charges for required parts are not covered under warranty and are also the responsibility of the customer. If a unit is not easily transported to an authorized service center, the customer is responsible for technician travel charges. Any charges for labor or processing when no problem is found are also not covered under warranty. Any charges incurred for work performed by an unauthorized service center are the responsibility of the customer.