

SKB Warranties and Guaranties

We've reproduced our warranties below for your convenience. If you need to request replacement parts for products under warranty, please visit the SKB Music Division Main Support Page for instructions. To purchase replacements parts directly, please visit our SKB Parts Store.

Freedom Warranty

All Freedom Cases are warranted for five (5) years to the original owner against defects in materials and craftsmanship. Any defects in workmanship will be covered by SKB. Damages due to accident, improper care, negligence or normal wear, where SKB is not at fault are not covered.

Million Mile Guarantee

SKB brand hardshell cases are fully warranted against defects in materials and craftsmanship for the life of the case to the original owner. That means, if your case breaks, SKB will either supply replacement parts, repair the case, or replace the case at no cost to you for as long as you own the case. Most locks, handles and wheels have been made field replaceable and will be supplied to you at no charge. (Electronic components in SKB brand hardshell pedalboard systems are warranted for five years from date of purchase.) To request a return authorization for damaged Music Cases, please contact our customer service department at customerservice@skbcases.com. To request field replaceable parts please email customerservice@skbcases.com. You will be given instructions on how to visit the SKB Store to order parts directly at no charge. SKB hardshell cases are warranted for life to the original owner only. Cases for rental purposes, modified or re-sold cases are not covered by this warranty.

Pedalboard Warranty

SKB Pedalboard Products are fully warranted against defects in materials and craftsmanship to the original owner of the pedalboard by the SKB Million Mile Guarantee on the case, and include a five year warranty on all included electronics. This means, if your pedalboard case ever breaks or the electronics fail within five years, SKB will repair or replace it at no cost to you. To request parts or a return authorization for damaged pedalboards, please contact our customer service department at (800) 410-2024. Pedalboards for rental purposes, modified or re-sold pedalboards are not covered by this warranty.

Soft Product Warranty

SKB Soft Products are fully warranted to the original owner against defects in materials and craftsmanship for one year from purchase. Any defects in workmanship will be covered by SKB. Damages due to accident, improper care, negligence or normal wear, where SKB is not at fault, are not covered on Soft Products.

\$1500 Content Coverage

Any airline related damage to an acoustic guitar being shipped in a SKB-18RW case will be covered up to \$1500 by SKB Corporation. Acoustic guitar model must be a proper fit for the SKB-18RW case. SKB repair claims will be processed after initial airline damage reports have been filed and a qualified guitar repair technician submits a written repair estimate. Repair claims will be issued only to original case owner.